



# Implementation of the ETUC<sup>1</sup>/ BUSINESSEUROPE / UEAPME /CEEP Framework agreement on INCLUSIVE LABOUR MARKETS<sup>2</sup>

Yearly Joint Table  
summarising ongoing social partners activities

2012<sup>3 4</sup>

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<sup>1</sup> Including the Liaison Committee Eurocadres/CEC

<sup>2</sup> Signed on 25 March 2010 by ETUC, BUSINESSEUROPE, UEAPME and CEEP

<sup>3</sup> Adopted by the Social Dialogue Committee on 19 June 2012

<sup>4</sup> To be read in conjunction with the 2011 yearly joint table available at : <http://resourcecentre.etuc.org/> or [www.erc-online.eu](http://www.erc-online.eu)

Country	Implementation results /initiatives
Austria	<p data-bbox="497 379 1077 411"><b><i>Joint report by IV, ÖGB, VÖWG and WKÖ</i></b></p> <p data-bbox="497 448 719 480"><b>General remark</b></p> <p data-bbox="497 517 2069 715">The Austrian members (IV<sup>5</sup>, ÖGB<sup>6</sup>, VÖWG<sup>7</sup> and WKÖ<sup>8</sup>), of the European social partners welcome the agreement on inclusive labour markets. Austrian social partners (AK<sup>9</sup>; IV; ÖGB, and WKÖ) are part of the national labour market policy as they are full members of the (tripartite) board of the national public employment service (AMS) as well as of the different sub-committees of the AMS at national and regional level. The European framework agreement has been disseminated to the relevant social partner actors within the PES. This is why a specific instrument to implement the European agreement is not deemed to be necessary.</p> <p data-bbox="497 751 2069 850">The Austrian social partners' advisory council for economic and social affairs elaborates each year studies to specific themes (e.g. Growth-Employment-Integration in 2010 covering also aspects of education and labour market policy) and monitors the implementation of its recommendations.</p> <p data-bbox="497 887 2069 986">They would like to mention some of the labour market initiatives that have been taken so far in close cooperation with the social partners. These initiatives correspond perfectly with the content of the European framework agreement on inclusive labour markets.</p> <p data-bbox="497 1023 1099 1054"><b>Awareness raising/information campaigns:</b></p> <p data-bbox="497 1091 1137 1123"><b>“People with a recognized degree of disability</b></p> <p data-bbox="497 1128 2069 1160">People with disabilities, who are recognized by the Federal social welfare office, benefit from a specific protection against</p>

<sup>5</sup> Industriellenvereinigung - Federation of Austrian Industries

<sup>6</sup> Österreichischer Gewerkschaftsbund - Austrian Trade Union Federation

<sup>7</sup> Verband der öffentlichen Wirtschaft und Gemeinwirtschaft Österreichs - Austrian Association of Public and Social Enterprises

<sup>8</sup> Wirtschaftskammer Österreich - Austrian Federal Economic Chamber

<sup>9</sup> Bundesarbeitskammer - Austrian Federal Chamber of Labour

dismissal. This protection which became applicable after 6 months of employment was partly seen as a barrier for the employment of people with disabilities. According to a recent reform, this specific protection against dismissal is now under certain circumstances applicable only after 4 years of an employment relation.

The same legislative amendment also provides new thresholds for compulsory compensation: In Austria every enterprise employing more than 25 people has the obligation to employ a person with a recognized degree of disability to pay a compulsory compensation of 226 € per available compulsory working place per month. The level of this compensation was increased to 316 € for enterprises between 100 and 399 workers and to 336 € for enterprises with more than 400 employees. The money raised is used for employment programs for workers with disabilities.

These legislative changes will be communicated to a wider public in order to increase awareness for the benefits of a diverse workforce. The campaign is called “win-win” and started in autumn 2011 in cooperation with the Austrian public TV station “ORF”, the Federal social welfare office, the AMS and the social partners.

**Information campaigns addressed to enterprises:**

Every spring the AMS visits partner enterprises in the framework of its „eMotion Tour”. These visits aim at informing about the services of the AMS in general and in particular about recruiting, current promotions as well as eServices.

Information for job-seekers about the e-AMS account: A specific eService allows unemployed to apply for the unemployment benefit online. A wider use of this service allows focusing the AMS’ human resources on the most disadvantaged groups on the labour market.

**Effective labour market measures were introduced or prolonged:**

**“Social-economic enterprises” and “nonprofit-employment projects”**

These two already existing active labour market measures play an important role in reintegrating those unemployed who are furthest away from the labour market.

**Combined wages:** if an employee takes a job with low income, the basic wage is supplemented by the AMS. This measure focuses on long term unemployed aged over 50, parents returning after a longer parental leave and workers with disabilities.

**Work assistance** for people with physical, psychological and mental disabilities or young people who are socially and emotionally disadvantaged. Measures of work assistance are aimed at facilitating vocational integration of people with disabilities.

**Youth action programme**

This ongoing programme involves training measures, subsidies to employment and enhanced PES placement efforts to speed up young people's integration into the labour market.

The major objective is to prevent young people, who are hard to place, from entering long-term unemployment.

**Safety net for apprenticeship-seekers - training guarantee**

To support the labour market integration of young adults measures are taken under a safety net (*Auffangnetz*) programme for apprenticeship-seeking youth which includes vocational guidance and prep courses, as well as training courses. Participation in these courses should serve as a pathway to regular apprenticeships. If it is not possible to get a regular apprenticeship the young adults have the chance to finish the apprenticeship in the programme. The program is accessible for young people up to the age of 18, who have not found any suitable apprenticeships since leaving compulsory school. Among these are socially disadvantaged or slow learners and more and more school drop outs and "older" youth (19 to 24 years of age).

**FIT-Woman in crafts and engineering**

FIT (women in craft and technical professions) is a programme to encourage and motivate women to take up a career in handcraft and technical professions. Women shall be actively encouraged and supported to enter non-traditional branches, which will reduce segregation and its negative effects on women. The programme includes several modules starting with supportive and preparatory measures, continues with prequalification and ends with trainings in non-traditional professions.

**Fit2Work**

"Fit2work" represents an advisory service for employers and employees who have problems with their state of health. The service's objective is to elaborate offers of assistance for the employers as well as workers in order to maintain their workplaces and to ameliorate their work capabilities.

**Advisory service for SMEs up to 50 employees – focuses on productive ageing (QBB, FlexBeratung)**

Enterprises get free advisory services in order to support human resources development, planning for qualification measures and restructuring. Since 2011 age-adopted workplaces are the main focus, as well as Diversity Management and measures to provide women in enterprises.

**Company integration subsidies**

Benefits addressed to employers which promote especially the employment of older workers (45+) and long-term unemployed young people.

**In-work training and in-work testing:**

These measures aim at facilitating the return to work or the beginning of the first job.

**Exoneration of the duty to pay non-wage-labour costs for the first employee:** This measure is addressed to single-entrepreneurs as an incentive to employ the first employee. The enterprise gets funding from the AMS covering the social security contributions for the maximum of one year.

**Working foundation for young people:** In order to fight youth unemployment as well as the lack of qualified workforce an implantation foundation for young people started in summer 2011.

**Projects for better managing transitions between school and job:** measures aimed at young people who are at risk of early school leaving or who are in their last school year and yet without further perspectives.

**Project “Gesundheitsstraße”**

In addition to the measures already mentioned for older workers and in order to increase the current retirement age, it is necessary to make a distinction between older workers who are able to work and those who are not able to work due to health reasons. The project “Gesundheitsstraße” avoids that the workers’ ability to work is double checked by the PES and the Pension insurance institute and therefore allows for a more targeted approach.

**Project Check4chances**

A pilot project “**Check4chances**” is devoted to those, who are able to work but hard to place. The project offers a planning of the vocational perspectives combined with the training measures and assistance for labour market integration.

	<p><b>Working group within AMS on „New Skills New Jobs“:</b> assesses the training and qualification needs on the labour market in the next years. The results impact directly on active labour market measures for qualification and training.</p> <p><b><u>Measures for persons with migrant background</u></b> The labour market integration of this target group represents one of the most important challenges for the Austrian labour market policy. As regards concrete measures, increasing the knowledge of the German language via training courses in cooperation with education institutions for adults, as well as integration in training measures are key.</p> <p><b>Low level income earners:</b> people receiving benefits below a fixed minimum get additional benefits in order to allow a decent standard of living. For these people, who are able to work, special active labour market measures are foreseen as “step 2 job” in order to reintegrate them into the labour market.</p>
<b>Belgium</b>	<p><b><i>Joint report by FEB-VBO, UNIZO, CSC, FGTB and CGSLB</i></b></p> <p>The Belgian interprofesional social partners prepared within the framework of the CNT/NAR a very comprehesinve joint interim report on the implementation (128 pages). This joint report n° 81 of 23 May 2012 is available in French and Dutch at the CNT/NAR website (<a href="http://www.nar-cnt.be/">http://www.nar-cnt.be/</a> ) and more in particular at: <a href="http://www.cnt.be/RAPPORT/rapport-081-FR.pdf">http://www.cnt.be/RAPPORT/rapport-081-FR.pdf</a> (FR) and <a href="http://www.nar-cnt.be/RAPPORT/rapport-081-NL.pdf">http://www.nar-cnt.be/RAPPORT/rapport-081-NL.pdf</a> (NL).</p>
<b>Bulgaria</b>	
<b>Cyprus</b>	<p>The Cypriot Social Partners are still in the process of negotiating a draft text of a ‘Policy Statement’, intended to complement the Framework Agreement and that will be forwarded to non-members of the European organisations who signed the agreement. The aim is to reach a consensus on the Statement’s content and then sign the Agreement and Policy Statement by the end of the year in an official ceremony in the presence of the Minister of Labour and Social Insurance, a practice followed in the past with other Framework Agreements</p>
<b>Czech Republic</b>	<p><b><i>Joint text of Czech-Moravian Confederation of Trade Unions (CMKOS) and Confederation of Industry of the Czech Republic (SPCR)</i></b></p>

- **Translation of the agreement**

The agreement was jointly translated by the social partners in June 2010. No difficulties were encountered during this process.

- **Dissemination of the Agreement**

- The translated text was sent to the affiliates of social partners' organisations and to the Ministry of Labour and Social Affairs.
- It was also published in social partners' information bulletins and periodicals.
- It was put on social partners' web sites.

- **The state of implementation**

There is a certain progress however the agreement has not been fully implemented yet.

The spirit of the Framework Agreement is contained in mutual consensus of the CMKOS and the SPCR, achieved in 2011 on partial adjustment of working time ("new" working time accounts enabling to "transfer a part of overtime" to the following adjusting period will contribute to maintain jobs in the time of demand decline). This consensus was accepted by the Government and reflected in the amendment of the Labour Code, which is in effect from 1<sup>st</sup> January 2012.

Also the new regulation of inadmissibility of illegal employment is a measure in the spirit of the Framework Agreement. The CMKOS contributed to this regulation through its comments during the preparation of the amendments to the Labour Code and the Employment Act. The CMKOS comments were accepted by the Government. The new regulation creates the necessary legal basis for fighting false self-employment and for return of a number of self-employed back to regular employment relationship.

Both social partners reached agreement on the introduction of "job sharing" similar to German kurzarbeit and on the introduction of the possibility of early retirement paid from additional pension insurance for the employees who for a long time performed hazardous work. The social partners have been asking the Government at the meetings of the tripartite body – the Council of Economic and Social Agreement - to implement these joint proposals. Also these proposals belong among the measures, by which the social partners at national level contribute to the implementation of the Framework Agreement.

The social partners are taking part in the ongoing structural reforms at all levels.

The SPCR is active at all levels – the national, regional and sector ones - in the implementation of the Agreement. At the national level the SPCR supports strengthening of competitiveness, elimination of structural problems on the labour markets, increase of employment rates and development of enterprises and business. The SPCR promotes the recommendations of the Agreement into the reform measures taken by the Government regarding youth, workers in the age before retirement, women, persons with low qualification or with specialization not meeting the needs of the economy and other groups from various reasons excluded from the labour market. The SPCR puts stress on making the labour law more flexible, increasing mobility of the labour force, increasing the support of usage of alternative work/job arrangements and reconciliation of the supply of the graduates entering the labour market with the demand of employers.

In 2011 the SPCR promoted creation of conditions for complex and systemic solution of the support of employing people with handicaps and other disadvantaged groups on both the free and protected labour markets and participated in initiatives in reconciliation of the work, personal and family lives, in maternity, paternal and parental leaves, in flexible forms of work, in social services (making the child care and care for dependent individuals better and more accessible) and in migration.

The SPCR welcomes the efforts and attempts of the Government in their reform measures to activate groups from various reasons on majority base excluded from the labour market by removing mechanisms in social and tax systems de facto motivating to economic inactivity. The SPCR expects development of qualified labour force that will respond to the labour market needs from the changes in the education, schooling, training and life-long learning, higher employment of women from the increase and diversification of the child care services and higher employment in segments with higher added value from the support of entrepreneurship and business .

One of the most effective tools of the active employment policy is the Operational Programme „Human Resources and Employment“. This Programme contributes to decrease of unemployment by means of active labour market policy and professional education and focuses on the inclusion of socially excluded persons back into the society. For the implementation of the Agreement the Operational Programme „Education for Competitiveness" is also relevant. It is focused mainly on the improvement and modernization of the systems of initial, tertiary and other educations and their linking up into a complex system of life-long learning.



The SPCR realizes a project „Sustainability of the Social Dialogue" under which it organized a series of round tables in the regions on the issues of the labour market, employment and education (the Labour Code, antidiscrimination legislation etc.), e.g. round table „Effective Labour Market for the 21st Century – Qualifications and Education from the Employers Perspective" in March 2012 focused on disparities between the labour market needs and training. In June 2011 the SPCR held a round table „A Chance to Family and Employment“ devoted to the reconciliation of the family and work lives, equal opportunities and the situation on the national labour market, legal arrangements of the equal opportunities, legislative proposals in the family policy and to childcare. In autumn 2011 SPCR organized seminars „Antidiscrimination Law in the Relation with the Labour Code" focused on equal treatment, discrimination, including the positive one, and non-discrimination.

In April 2012 the project „My Choice – My Future“, realized in the South Moravian Region, will be terminated. The SPCR is a partner in this project focused on improvement of the awareness on technical and craft occupations. For more information see the report 2010.

Both the social partners work on the National Register of Occupations and National Register of Vocational Qualifications. National Register of Occupations monitors and registers demands for the performance of particular occupations on the labour market by the means of sector councils of employers and together with the National Register of Occupations will bring important information about the qualification needs that will be subsequently reflected in all the levels of education. For more information see <http://www.nsp.cz/> and <http://www.narodni-kvalifikace.cz/>.

At the sector level e.g. The Automotive Industry Association, SPCR member, realizes a project „IQ Industry" putting emphasis on raising the employability of graduates of vocational schools in the industry. For more information see <http://www.iqindustry.cz/>.

The SPCR raises awareness of the membership in the respective issues by publishing information in its periodical Spektrum, e-bulletin and web pages.

Also the CMKOS implements a project in the framework of the European Social Fund under the title "Strengthening of Social Dialogue - Services for Employees". Within this project, among others, round tables and seminars for employees in regions are organised. Their topics include labour market issues, social dialogue, impacts of the crisis on employment, etc. In the framework of the project there are operating twelve regional advisory centres for

	<p>employees. The centres offer legal counselling, advice and guidance regarding social dialogue, collective agreements, etc.</p> <ul style="list-style-type: none"> <li> <b>Problems encountered</b>            The CMKOS thinks that the substance of this agreement is - in the Czech conditions - very difficult to be included into collective agreements. Due to certain vagueness of the agreement's contents it is also not easy to include it into labour legislation which is still the main tool governing labour relations in the Czech Republic. It is also necessary for the Government to pursue active employment policy which is in a large extent missing in our country under the present Government.         </li> </ul> <p>According to the CMKOS's view unfortunately a number of reform steps implemented by the Government, especially in the framework of the social, education and labour market reforms, will lead rather to social exclusion, especially of the most vulnerable groups. This will undoubtedly be strengthened especially by weakening of the role of the transformed Labour Office in the issues of active employment policy, restriction of unemployment and other social benefits, as well as the healthcare and education reforms which count with extending the direct payments by citizens, continuing privatisation of public sector and services etc.</p> <p>At the moment the social partners' organisations are considering possible further steps leading to better implementation in the future.</p>
<b>Denmark</b>	<p><b><i>Joint report by DA and LO-DK</i></b></p> <ol style="list-style-type: none"> <li> <u>Awareness-raising campaigns to promote the diversity of the workforce and to improve the image of occupations</u> <ol style="list-style-type: none"> <li> <u>Four-part agreement on the integration of first and second generation immigrants</u> <p>In 2010, the two social partners on the Danish labour market, the Confederation of Danish Trade Unions (LO) and the Confederation of Danish Employers (DA), together with the National Association of Municipalities (KL/Local Government Denmark) and the Government signed a four-part agreement to increase integration of first- and second-generation immigrants on the Danish labour market. The agreement contains specific initiatives which the parties will jointly undertake for increasing job participation on the labour market and thereby helping to increase growth in Denmark.</p> </li> </ol> </li> </ol>

The agreement focuses on increasing job opportunities for young immigrants. A large proportion of young immigrants finishes primary school but is not sufficiently qualified to complete an education. This prevents new and second-generation immigrants from subsequent participation in the labour market. The partners are therefore in agreement to under-take initiatives in a number of pilot municipalities, the aim of which is to motivate ethnic minority youth to continue their schooling or take up job training by, among other things, becoming attached to a workplace as apprentice or trainee. The Confederation of Danish Employers (DA), the Confederation of Danish Trade Unions (LO) and the National Association of Municipalities (KL/LGDK) are looking toward 2013, when they will implement a joint integration project for ethnic minority youth in cooperation with selected municipalities (see the brief description below).

In addition, the partners in the integration agreement agree to under-take initiatives that can strengthen the effort to obtain jobs for dependent spouses and initiatives which can strengthen the clarification of competence for newly arrived immigrants.

#### 1.2 4U' – Young immigrants getting education and jobs

As part of the four-party agreement for better integration of immigrants from non-Western countries, the '4U' project has been implemented jointly by the social partners and the National Association of Municipalities. The project is supported financially by the Ministry of Integration. The goal of the project is to support employment-targeted integration by conducting practical initiatives in selected municipalities.

The 4U project seeks to motivate the group of educationally under-prepared ethnic minority youth, especially boys, to obtain further education and enhance their participation in society by placing future possibilities for education and career in a new light. Workplaces will be used as a practical training ground in an individually-oriented process aiming toward better clarification of skills and goals.

#### 1.3 VIP2 – Jobs for poorly qualified immigrants

The principles behind the 4U project are based on experiences from a similar project, VIP2, directed toward helping immigrants to obtain employment. With the help of a customized 'job package', a specifically tailored program is organized that targets the specific job opening.

The project is conducted in several selected municipalities. The job packages are organized by the collective

bargaining parties in 12 different occupational sectors.

The job packages include an internship in the firm together with individual skills upgrading, and they are organized to function as the shortest route to obtaining the job. The job package always takes its point of departure in the needs of the labour market and contains primary and secondary goals. During the process, careful monitoring takes place between the municipal employment office and the workplace, while necessary mentor arrangements are also part of the process. It is the experiences from the project's selected model municipalities that even those who are very far from participating in the labour market.

#### 1.4 The campaign against absenteeism: 'Ill but working'

In 2008, the Trade Union and Employers' confederations (LO and DA), the Association for Municipalities (KL/LGDG) and the Government concluded an agreement to reduce the amount of worker absenteeism. Thirty-nine specific initiatives have been undertaken to achieve this goal.

One of the initiatives in the agreement was a campaign to clarify that illness and work are not necessarily mutually exclusive. Studies have shown that the longer time the ill worker is away from the workplace, the greater probability of that individual losing their job. Other studies indicate that increased contact with work colleagues and with the work-place can help the ill worker to return to the job more quickly in a full- or part-time capacity. Therefore, in 2010, a national campaign was launched with the slogan 'Ill but working' ('Syg med job'), the goal of which was to help disseminate knowledge about the issue. The disseminators of the campaign included the social partners (LO and DA) the Association of Municipalities (KL) and relevant ministries. The social partners also helped disseminate the message to their members in the trade unions and in the private sector.

#### 1.4 Project on development of tools for youth with mental disabilities

Increasing numbers of youth are being granted disability pensions, due primarily to a diagnosis of mental illness. Today we have experience that many mental illnesses are not necessarily chronic but can be cured over a long period through a combination of drugs and therapeutic treatment.

In order to develop employment policy initiatives aimed at this group of persons under age 40 who suffer from mental disabilities, the Employment Council (Beskæftigelsesrådet) has granted funds for a project to create the foundation for an

evidence-based effort. The project, to run until September 2011, will be implemented by the Danish National Centre for Employment Initiatives (CABI).

The project consists of the following measures:

- Description of the present state of knowledge in the field and of those areas where knowledge is lacking.
- Diffusing the knowledge, tools and methods to the employment offices and then onward to the firms.
- Knowledgeable persons will be included in the work through their participation in a workshop where the necessary knowledge will be described and the knowledge needs outlined, pointing out the most appropriate areas for development, which in time will create evidence for the tools and methods in the initiative, as well as the required competencies, organization and frameworks.
- The target group is to be brought in using focus groups and through contributions based on their experiences and calling attention to specific needs.

A follow-up group has been established containing DA, LO, KL and the project management.

## 2. Disseminate information about availability of jobs and training schemes

### 2.1 Initiatives for reducing long-term unemployment

In January 2010, in a joint initiative from LO and DA, the Minister of Employment was presented with 23 specific proposals for targeted initiatives to increase employment and combat long-term unemployment.

The proposals of the partners comprised a catalogue of rapidly working initiatives to combat the consequences of increasing unemployment, at the same time as ensuring a better foundation when the job market improves and firms again begin to hire more workers.

Subsequently, there was a parliamentary majority for implementing some of the proposals.

### 2.2 Local priorities on employment measures

Prior to the planning of the local employment initiatives, LO and DA are drafting a joint publication for their nearly 1000 representatives in the local and regional employment councils.

For the 2012 campaign, the social partners will place special priority on the work of the employment offices by developing a strategic contact with firms and a job activation campaign directed toward specific jobs.

3. Cooperation with education and training systems and promote more and better apprenticeship and traineeship contracts

3.1 Vocational Education and Training (VET) initiatives

The social partners on the Danish labour market have worked to improve the Danish vocational education and training (VET) system. Based on a written agreement, the social partners have helped undertake significant modifications in the Danish VET system.

One of the major objectives achieved in the process is a new system aimed at pupils coming from the primary school and entering secondary education. To continue on to secondary education – either VET or high school – the pupil must be declared eligible for further education by the local guidance council. These new prescriptions in the guidance system have been enacted to ensure that pupils have sufficient skills to commence and complete secondary education. For pupils who are declare not eligible to commence an education, the local authorities are obliged to offer supplementary schooling that will eventually help the pupil obtain the requisite skills needed to go on with their education.

During the financial crisis, the placement of VET students in companies as apprentices has been one of the major challenges facing the Danish VET system. Denmark experienced a decline in the number of placements in 2009, but this increased again in 2010. Nevertheless, due to the unstable placement situation, the VET colleges have contacted all companies in Denmark considered as potential placements for VET students. In order to support this work, the Ministry of Education, in cooperation with the social partners, has produced ‘internship packets’ containing all necessary information and advice to firms interested in taking on an apprentice. In addition, contact has also been made with 60,000 companies who have no placements. The social partners, in cooperation with the Danish government, have also written to all companies who currently have a student trainee. With this letter, signed by the government, the chairmen of the social partners have requested that the companies take on another student on a placement contract. They have also provided the companies with information about the premiums that the Danish Parliament has decided to award companies in order to motivate them to offer apprenticeships to VET students.

Another important step has been to assist youth who are unable to obtain a normal internship in a firm was the

opening of several additional school-based internship places in 2009, 2010 and 2011.

Finally, in order to analyze and monitor the development of the placement situation on the Danish labour market, the Ministry of Education meets regularly with the social partners to discuss new initiatives for improving the possibilities for VET students to obtain placements in companies. These high-level meetings have led to several initiatives which have helped to support a more inclusive labour market.

### 3.2 Establishment of competence funds

In connection with the tripartite agreement between the government and the social partners concerning 'A significant strengthening of the adult vocational education and training', the parties in the private labour market, as part of the renewal of the agreement, agreed to establish 'competence funds'. Under this arrangement, the partners pay into a fund for employee retraining. As 'payback' for this agreement, the Government allocated DKK 1,000 million for the operation of the adult education and training system.

A large number of competence funds have been established. Typically, a fund covers a single occupational sector. Most funds became operational in 2009 and 2010.

The competence funds contain provisions regarding access to adult vocational education and training as part of an educational plan or through agreement with individual firm.

The agreement on the competence funds includes rights for the wage-earners in connection with self-chosen education. At the same time, payments are linked to these rights, such as tuition, costs of educational materials, transport and wage supplements in addition to the allowance for Adult Education and Continuing Training (VEU godtgørelsen).

### 3.3 Establishment of the Council for Adult Educational and Continuing Training

The Council for Adult Education and Continuing Training (VEU Rådet) was established in January 2009 following the elimination of the Council for the Continuing Education for Short-term Educated Persons (KFU Rådet).

At the same time, the Council obtained an expanded portfolio of tasks, including advising on the educational

needs of those with short-term educations within the area of general adult education at basic level.

The Council for Adult Education and Continuing Training is composed of representatives from the social partners, while the minister of education appoints the chairman and Council members, alternates and overseers on the basis of nomination from organizations.

#### 3.4 Establishment of 13 Adult Education and Continuing Training centers in January 2010

In October 2007, the Government and the social partners agreed to analyze and assess the possibilities to renew the administration and conditions for the offering of labour market training (AMU centre).

The result, in November 2008, was a new tender for offering the AMU programs, in which the Adult Education and Training centers (VEU-centre) would play a key role.

In order to meet these requirements, a political agreement was concluded in April 2009, and this became the starting point for a consolidated strengthening of the adult vocational and job retraining programs, including the establishment of the Adult Education and Training centers.

#### 4. Implement specific and effective recruitment methods and induction policies as well as ensure the right working conditions

##### Welcometo.dk – integration of foreign employees

Welcometo.dk is also a joint project established by the social partners and the National Association of Municipalities (KL/LGDK). Welcometo.dk aims to promote the integration of immigrant workers in both the work-place and in the local community. With a focus on reception and retention initiatives, several municipalities have established improved procedures for dealing with foreign workers by the local authorities, as well as reception services directed toward newly arrived foreigners. This entails both information and dissemination activities, and various forms of support for social programs to introduce the new citizens into the local civil society. Similarly, there has been a focus on employment, school and social activity possibilities in order to facilitate the eventual arrival of the immigrant's family members.

In the project, work has also been done on the role of the workplace in the context of both reception and



retention. In all contexts, cultural understanding and well-being have been critically important concepts.

5. Introduce individual competence development plans

Strengthening skills assessment

In 2007, DA and LO entered into a partnership agreement for strengthening the system for assessing prior education and skills. The purpose was to ensure that the use of the education and skills assessment would be developed and systematized, and that the assessment would cover the relevant competencies, including qualifications received for completing vocational courses and training programs.

From the Ministry of Education's plan of action for the education and skills assessment within in the Adult Education and Training sector, it appears that the process of certifying competencies must be developed, standardized and quality assured.

At the same time, initiatives were undertaken in the individual education sectors for the simplification, standardization and quality assurance of the work connected with the education and skills assessment.

In March 2011, the Council for Adult Education and Training established a working group of the social partners, with DA and LO. The group is to present a program for the strengthening of the education and skills assessment in practice.

6. Improve transparency and transferability to facilitate geographical and occupational mobility

The initiatives in this area have already been mentioned. Special reference should be made to the 'Initiatives for Combating Long-term Un-employment' (item 2), and the 'Welcometo.dk – integration of foreign employees' (item 4).

***Joint report from Danish State sector***

It is the joint understanding of the Agency for Modernisation of Public Administration and the Central Federation of State Employees' Organisation that the content of the European agreement are already implemented by agreements

concluded by the social partners and in force on jobs on specific conditions (agreement on the so-called social chapter) and training on specific conditions (agreement on integration and training positions).

***Joint report from Danish Regions and KTO on the implementation of the Inclusive Labour Market Agreement in the regional sector:***

It should be noted that no changes has been made to the text from the 2011 Joint Table as the parties on the regional level have agreed that the European Agreement has been implemented in the two existing regional framework agreements as mentioned below.

As part of the collective bargaining in spring 2011, the social partners in the regional sector agreed to implement the European framework agreement on Inclusive Labour Markets. In the collective agreement protocol the parties stated that the obligations held in the European framework agreement are already fulfilled by the two existing regional framework agreements "The Social Chapter" ("Rammeaftale om det sociale kapitel") respectively the "Agreement on Integration and Training Positions" ("Aftale om integrations- og oplæringsstillinger").

The agreement "The Social Chapter" sets the frames for initiatives dealing with the retention and recruitment of people who for various reasons are not able to hold a job on regular terms and conditions. The people concerned are the ones often referred to as the ones furthest from the labour market, people with mental and physical disabilities, etc. The agreement gives them the possibility of working under various flexible terms and conditions.

Furthermore the agreement on integration and training positions is specially aimed at immigrants and descendants with poor language and/or professional skills who would not be able to achieve jobs or education within the ordinary frames. The purpose of these positions is to qualify and train for employment in ordinary terms and conditions.

Both the above mentioned agreements are supplementing the legislation on active employment measures.

***Joint report from Local Government Denmark and KTO***

The information received is pointing out the same situation as for the regional sector in Denmark, meaning no change in the text as of last year.

Estonia	
Finland	<p><b><i>Joint report by Central Organisation of Finnish Trade Unions (SAK), Finnish Confederation of Professionals (STTK), Confederation of Unions for Professional and Managerial Staff (Akava) (all members of ETUC), Confederation of Finnish Industries EK (Member of BUSINESSEUROPE), Commission for Local Authority Employers, Office for the Government as Employer and Commission for Church Employers (all three member of CEEP) and Federation of Finnish Enterprises (member of UEAPME)</i></b></p> <p><b>1. The background</b></p> <p>According to the joint table guide line paper (17.2.2011), the member organisations of the four European social partner organisations are requested to prepare a short joint national report on the implementation of the agreement on inclusive labour markets in their country. Action for the second yearly country report is required by 14th of April 2012.</p> <p>The social dialogue partners in Finland have jointly drafted a Finnish translation of the agreement which has been disseminated in various ways to the members of the said organisations and given their first joint implementation report of Finland last spring. In the first national report, we focused on vocational rehabilitation of those in vulnerable labour market position, such as handicapped and long term unemployed. In this second report, we focus on those without a vocational qualification, i.e. those whose educational attainment is less than higher second level of education.</p> <p>Finland is known as a country with high-class basic education. But, unfortunately, the results for upper secondary level of education or more are not as good. Still around 17 to 18 per cent of best educated age groups, i.e. 30 to 35-year-old people, are without a vocational qualification. Although the share is decreasing, development during the last 20 years has slowed down to marginal. This is problematic, since the employment expectations of those without a vocational qualification, are much more limited than for those with a vocational degree. And this is not only a problem for the young. In the 15 to 64-year-old population, there are around 600 000 people without a vocational qualification.</p> <p>Our action arises from the government program for years 2011 - 2015, and some regulations included in the collective framework agreement for years 2012 – 2013. According to the government program, Finland shall be the most capable nation in 2020. To reach this goal education and training systems should focus on those without vocational qualification. In the collective framework agreement, with the following section numbering of chapters 2 and 3, guidelines for labour market action are as follows.</p>

## **2. Extending careers**

### **2.1 Programmes for ageing workers**

A joint model for company-specific, municipality-specific or Government agency-specific programmes for ageing workers shall be drawn up: the model shall be prepared and implemented. The elements of the model could include flexible working hour arrangements, health inspection programmes and special training activities for ageing workers.

### **2.2 Development of labour markets for people with partial work abilities**

The employment of people with partial work abilities shall be promoted on the basis of the Lehto Report (Ministry of Social Affairs and Health). A comprehensive action plan for developing the labour markets for people with partial work abilities shall be implemented to introduce changes to incentives, support programmes, service chains, information systems, legislation and also attitudes. Special attention shall be paid to developing incentives for employers, offering support to employees to help them find a suitable employment path for their own unique life situation, and making pensions and wages more compatible in a motivating way. In addition, employment processes must be improved so that they are clearly capable of leading to employment. Legislation related to people with partial work abilities must be evaluated as a whole with the emphasis on employment and managing the entire package.

### **2.3 Developing HR planning**

HR planning should be made a key tool for co-operation between the employer and employees. When drawing up an HR plan, issues to be discussed together include the use of labour, expertise, and reconciliation of work and family life. HR planning should also take into consideration the needs of employees, production and service.

For this purpose, the central labour market organisations shall draw up a joint model for HR planning as the basis for tripartite preparations for amendments to the legal acts on co-operation by 31 May 2012 and covering the following issues:

- Promoting the systematic introduction of flexible working time arrangements. Examples of flexible working time arrangements include working time banks, part-time work opportunities and telework. When planning working time arrangements, the ability of employees to influence their own work should be taken into account.
- Evaluating issues related to fixed-term employment contracts in such a way that addresses the number of both realised and future fixed term employment contracts, the use of labour and criteria. The need for temporary workers should be evaluated in advance each year.

- Taking into consideration the principles of employing people with partial work abilities.
- Improving the professional expertise of employees on the basis of the work of the central labour organisations' preparation committee for the development of expertise.

Following this, tripartite preparations shall be initiated to include the abovementioned issues in the HR planning of the legal acts on co-operation. The committee's proposals shall be made by 30 November 2012.

#### 2.4 Wellbeing in the workplace

A tripartite evaluation shall be made by 30 November 2012 regarding occupational safety legislation so that load factors related to working hours and their effect on the ability to work and managing at work can be evaluated in advance.

In addition, sector-specific barriers to the use of working time banks shall be studied. A joint plan for removing these barriers shall be drawn up.

### **3. Transition security and developing competences**

#### 3.1 Practices

The central labour market organisations shall compile a list of best practices that should ideally be adhered to in restructuring situations that have a significant impact on personnel.

The earlier participation of authorities in transition processes shall be evaluated, and official support for transition security shall be improved. Sufficient resources for this shall be allocated (Ministry of Employment and the Economy)

#### 3.2. Developing competences

In order to adjust to change, increase productivity and extend careers, the opportunities of workers to update their professional skills and develop their expertise shall be improved.

The parties shall establish a committee with the task of preparing proposals for how to increase the scope of personnel development opportunities at different workplaces and among different personnel groups. The objective of the parties is to create operating models for workplaces by which developing the professional expertise of employees can be made systematically on the basis of the demands of business and public services, and starting with the long-term employment opportunities of employees.

	<p>In order to establish the above-mentioned operating models within workplaces, the committee shall draw up a joint model for the central labour market organisations by which the use of HR and training plans in accordance with the legal acts on co-operation can be promoted.</p> <p>The committee shall evaluate the use of the revised Adult Education Allowance of the Education Fund and prepare proposals for developing the operations of the Education Fund. The focus of the investigation shall be on the right to education accrued during an employment relationship, as mentioned in the Government Programme, and on extending the tasks of the Education Fund to the administration of a possible account model. The accrued right to education can be used during an employment relationship or after its termination in order to develop professional skills. The right to education would be accrued in each employee's personal education account or other corresponding system. The right to education would be applied in more detail in collective agreements.</p> <p>The central labour market organisations shall also co-operate with the Government in investigating the reform of public funding for adult education, the personal education of citizens and the preparation of legislation regarding education leave. The committee shall make the above-mentioned proposals by 30 April 2012.</p> <p><b>4. Other action</b></p> <p>In 22th of Mars, a tripartite agreement on career development was endorsed. The agreement adds to the work started some years ago and also to the guidelines of the collective framework agreement, as presented above. The career development agreement includes many initiatives to improve working life so that employees are able and willing to remain in working life longer. Measures are expected from, among others, the earnings-based pension institutions and company health care organizations. And at work places, the application of age programmes is to be safeguarded by preparing individual career plans, for example.</p> <p>The concrete action arising from this agreement shall be reported in the next yearly report and in the full report of the fourth action year.</p>
France	<p><b><i>Joint report by MEDEF - Mouvement des Entreprises de France; CGPME Confédération Générale des Petites et Moyennes Entreprises ; UPA Union Professionnelle Artisanale; CFDT Confédération Française Démocratique du Travail ; CFE-CGC Confédération Française de l'Encadrement – Confédération Générale des Cadres ; CFTC Confédération Française des Travailleurs Chrétiens ; CGT-FO Confédération Générale du Travail Force</i></b></p>

## ***Ouvrière ; CGT Confédération Générale du Travail***

### **Introduction**

The European agreement on inclusive labour markets was signed in Brussels exactly two years ago. Since that day, the French social partners have signed no fewer than 20 national inter-professional agreements, which are not directly geared into putting the European agreement into practice. The purpose of this follow-up is to examine these agreements in the light of the recommendations in part 5 of the European agreement relating to “actions of the social partners.” This examination will show that the problems raised at European level are largely shared by the French social partners.

The framework of this follow-up is necessarily partial, because of lack of resources:

1. Accordingly, we do not broach the entire sector policy and company-level social dialogue, although they are very dynamic as attested by the outcome of the collective bargaining published every year in June. These dialogue levels often reflect the priorities for action stemming from the European agreement in a striking manner.

2. Similarly, this follow-up focuses on actions pursued by the social partners themselves and does not include initiatives taken to follow up on recommendations made to the public authorities, even if some of these recommendations are explicitly contained in collective bargaining (for example, housing, which was the subject of a national inter-professional agreement on 29 April 2011, to promote youth employment).

3. Finally, we do not broach legislative initiatives which are dispersed in a series of laws or public decisions and constitute an extension or anticipation of the priorities of the European agreement (anti-crisis measures or the Strategic Investment Fund).

The scope of topics broached in the European agreement calls for a certain number of choices. For the sake of convenience and in order to make the results of the analysis as legible as possible, we have opted to go over the nine series of actions of the social partners listed in chapter 5 one by one, and to highlight what can be considered as an indisputable implementation of European priorities in the national inter-professional agreements.

That said, most of the agreements signed since two years ago are not structural, inasmuch as they are intended to deal with the economic and social crisis through such mechanisms as unemployment benefits, continuing training or the development of apprenticeship. This is essentially what is found in the examples cited below.

Action 1: Organise awareness raising campaigns where warranted and draw up action plans to improve and/or restore the image of a sector or a profession in all their aspects.

This action is not set out as such in a clear and precise manner in the agreements signed since 2009. Conversely, it is stated implicitly in the agreement of June 2011. It concerns the sectors through aid for recruiting young people under work-study schemes.

More specifically, the national interprofessional agreement (known by the French acronym ANI) of 7 June 2011 relating to access of young people to work-study training schemes and training placements provides, under article 3, that “the sectors are induced to make provisions that facilitate the hiring of young people who have been taken on under a work-study contract in a company of the sector.” The possibility for the sectors to develop their image can be deduced from this article. The social partners made a deliberate choice to set clear objectives on the number and the financing stemming from a cross-sectional approach and on the choice of providers for monitoring purposes.

Action 2: Organise awareness raising campaigns where warranted and develop tools for promoting the diversity of the workforce.

This action is not identified in the agreements signed since 2009.

Action 3: Disseminate information on the availability of jobs and training programmes.

France has always endeavoured to make extensive information on different training schemes available to jobseekers. Several agreements signed since 2009 on the matter confirm this trend.

Furthermore, the agreement of 12 July 2011 sets precisely the objective of providing information on the availability of jobs.

The ANI of 6 February 2012 relating to the long-term part-time work agreement (known by the French initials APLD) indicates, under article 4, that the representative institutions of the personnel are required to be consulted about training actions likely to be undertaken during the period of partial unemployment.

The ANI of 13 January 2012 on partial unemployment insists that employees must be given permission to take part in training actions during hours of reduced activities.

The ANI of 7 October 2011 indicates the different missions of OPCALIA. Beyond its mission of contributing to the



development of continuing vocational training and work-study training schemes, it has the obligation of informing companies, employees and the representative institutions of the personnel about the different training schemes.

The ANI of 12 July 2011 relating to the association for the employment of managers (known by the French acronym "APEC") requires that managers and companies be informed about developments on the employment market as well as about measures taken by the social partners or the public authorities (training courses, skills appraisal, etc.).

The ANI of 31 May 2011 relating to the professional securisation contract (known by the French initials CSP) requires the advisers of the employment cluster to inform those made redundant for economic reasons about the training courses available to them. Furthermore, the CSP also provides a section on experimentation on the ends of contracts and temporary employment contracts.

The ANI of 7 April 2011 provides for support measures for young people, including training mechanisms. Advice and support and information are provided by the APEC.

Action 4: Cooperate with the "tertiary sector" to support those experiencing particular difficulties on the labour market. This action is not identified in the agreements signed since 2009.

Action 5: Cooperate with the education and training systems for a better alignment of the needs of individuals and those of the labour market, including by attacking the problems of basic skills (reading, writing and counting) by promoting vocational education and training as well as measures to facilitate the transition between education and the labour market.

With an unemployment rate slightly higher than the EU average, and a youth unemployment rate clearly higher, France is attentive to the stakes of its education and training system. This is also a traditional area of intervention for the social partners, at the national, sector and company levels. The questions relating to cooperation between the education system and the companies or the organisations of social partners have been the subject of numerous initiatives of the social dialogue, as has the question of transition from school to the labour market or between different jobs.

The ANI of 12 July 2011 relating to the employment of managers has thus targeted access to employment of young people having attended an initial cycle of higher education and the return to work of job seeking managers. Furthermore, emphasis is laid on measures to inform better and to help SMEs.

The ANI of 11 July 2011 establishes a “method of entry” in the company for young employees taken on, including “exchange pairs,” reference persons, and a tutorial for any young person under what is known as a professional training contract.

The ANI of 7 June 2011 introduces a set of provisions to promote work-study schemes. A series of measures aims to facilitate legally the recourse to this type of contract, another to identify the obstacles that leads to breach the contract, another still to establish courses for entrepreneurs-alternates; the agreement frames the training placement conditions to be developed by attracting trainees themselves through different inducements.

The ANI of 7 April 2011 extended the benefit of advice and support to young jobseekers (not previously accessible).

Action 6: Implement specific and efficient recruitment methods and integration policies and ensure good working conditions to welcome and help new arrivals in the company.

This action is less detectable in the national social dialogue, for the simple reason that it aims essentially at company or even sector policies.

The afore-cited ANI of 11 July 2011 creates a “method of entry” for young people in a company. This method is aimed at receiving, keeping and promoting the employee in the company. Each sector will define the principles of a “charter” to develop the quality of the mentoring.

The ANI of 7 April 2011 targets a particularly vulnerable population: young people who have come out of the education system without qualification or without a diploma. As such, it fits perfectly with the spirit of the European agreement. The essential element of the mechanism introduced by the ANI is to provide individual guidance and support to these people to enhance their chances of joining the world of work.

Action 7: Introduce plans to develop individual skills (in line with the framework of actions for life-long development of skills and qualifications) drawn up jointly by the employer and the worker, taking into account the specific situation of each employer, particularly SMEs and workers. These plans identify the skills required for the worker in a given work situation and, with shared responsibilities according to the individual situation, the actions to develop the skills of workers.

Same comment as for Action 6: the question of developing the individual skills of workers is identified and formalised essentially at company level. There will thus be ample examples of this recommendation in the collective agreements signed by the companies and reported in the annual results of collective bargaining. Provisions exist at the inter-professional level and especially at the sector level.

The ANI of 7 October 2011 designates the agreement pertaining to the application for OPCALIA, provisions of Title VI of the Act of 24 November 2009 relating to life-long vocational orientation and training. It contributes to the objective to train, every year, 50,000 employees and 200,000 additional jobseekers registered in the ANI of 5 October 2009 on access to life-long training for employees.

The afore-cited ANI of 7 April 2011 endeavours to improve advice and support for some employees who have worked under several short-term contracts, young people without qualification, young people who have difficulties getting a job. We are at the core targeted by the European social dialogue. The question of orientation is key. Article 8 of the ANI targets the question of illiteracy and basic knowledge, challenges that receive reserved funding. The advice and support measures are implemented according to particular needs, in full compliance with the terms of the European agreement.

**Action 8:** Improve transparency and transferability for worker and company alike to facilitate geographic and professional mobility and to improve efficiency on the labour markets:

- by promoting the development of means of recognition and validation of skills;
- by improving the transferability of qualifications to ensure the transitions to employment.

We are here touching on classic areas that fall under the social dialogue at all levels. These European priorities echo an already old concern of the social partners and the public authorities, and collective bargaining has focused thereon continuously, including in recent years. Four national agreements evoke it these last two years. The “recognition and validation of skills” receive little attention in these texts, as they were amply dealt with in previous years, and the mechanisms in place have not necessarily been continuously changed.

The afore-cited ANI of 7 October charts the main directions where funding from the aforementioned body are to go. By insisting on the importance of the territories, this agreement aims above all to develop the geographic and occupational mobility of workers. The agreement insists also on information for companies, which contributes towards the European

agreement's objective of greater transparency and efficacy on the labour markets. Finally, any action to align the training needs identified by the monitoring stations and the demands of workers is geared to the same objective.

The ANI of 12 July 2011, intended for the "managerial" population, authorises the specialised body in the service of this population to carry out this intermediation, information, study, advice and support work so as to promote integration and sustainability in employment as well as mobility. We are therefore well in the rationale of the European agreement of March 2010.

The afore-cited ANI of 11 July 2011 geared to young people, develops financial incentives for employment, particularly for employment transitions, and focuses on funding information centres for apprentices at local level.

The likewise afore-cited ANI of 7 June 2011, dedicated to work-study schemes and training placements, does not broach directly the transferability of qualifications but, by "opening" the procedures of access to training centres, makes it possible in a certain way to improve transferability by facilitating career transitions and thus by anticipating integration problems. We are still clearly in line with the spirit of the European agreement. Similarly, the entrepreneur-alternate course is a way of transferring a skill from one individual to the other to make it easier to take over companies.

#### Action 9: Promote more and better apprenticeship and training placement contracts

All the ANIs devoted to young people deal with this question which has taken centre stage in the social dialogue in recent years. The ANI of 7 June (cf. supra) is centred on this sole stake of work-study schemes and training placement. France can be said to have grasped very seriously the stake identified in the European agreement by opening up numerous legal possibilities for young people, by multiplying financial aids, and by systematising the function of search and studies by joint organisations to identify better the needs of the labour market and the means for addressing those needs. The qualitative objective was set in Action 9 to elicit greater interest for the sectors or these types of employment relation and fight against possible abuses.

#### Conclusion

The social dialogue in France has actively endeavoured to tackle the challenges identified in the European agreement. In certain cases, the mechanism already exists, and no new measures are geared to the objective pursued at European level, not because of lack of interest, but because the question was already addressed, often recently. |

The European agreement moreover adopted a global approach, refusing to list the most vulnerable categories, even if

	<p>the spirit of the agreement is to try to attract and bring back to the labour markets the segments of the population that are most easily discarded. Conversely, negotiations in France have often turned out to be more specialised. For instance, agreements aimed at making it easier for older workers to stay or to get back to work have not been lacking in the last ten years, even if there has been no new contractual type of initiative at the inter-professional level in the last two years.</p> <p>We shall not cite either the agreement of January 2008 on the labour market -- which nonetheless anticipated the European Agreement of 2010 in many aspects, for the same line of reasoning. This discrepancy simply shows that the questions raised by the European agreement were not new to the French social partners who had broached them in depth since 2008.</p> <p>It is therefore important to understand that the French examples cited in support of the European agreement are far from constituting the entire response of the social partners to the stakes of integration in the labour market. As pointed out in the introduction, the final results of the collective bargaining must be taken into account to gauge properly the effort made in the sectors and in companies by the social dialogue towards more inclusive labour markets.</p> <p>After examining the follow-up of the 9 action groups defined by the European agreement, it can be said that although they were all covered satisfactorily (with the exception of Actions 2 and 4), the European agreement was implemented more intensely in the last two years as regards Actions 3 (dissemination of information on employment and training), 5 (cooperation with the education and training systems and employment transitions), and 9 (apprenticeships and training placements).</p> <p>Finally, the issue of “destigmatising” people out of work is still a major concern of the social partners. Even if this subject does not depend solely on the social partners, as other stakeholders are concerned of course, and even if this subject cannot be part of an agreement as such, the social partners are prepared to participate in appropriate information campaigns.</p>
<p><b>Germany</b></p>	<p><b><i>Joint report by BDA, ZDH, VKA and DGB</i></b></p> <p>1. BDA and DGB jointly promote two ESF social partner programmes that were already listed in the joint table of 2011 summarising social partner activities. Since last year the social partners have maintained their efforts to properly implement these programmes.</p>

- The programme "weiter bilden" supports initiatives aimed at strengthening further vocational training of employees. In 2011/2012 the focus of the programme was put on advising the social partners on sectoral and regional level regarding the placement of projects. Moreover, in the end of 2011 BDA and DGB actively participated in a conference promoting the programme.

- The programme "Gleichstellen" supports company projects that include measures for career advancement of women. Moreover, the programme supports company projects that raise the interest of women in technical and scientific professions and help women to return to working life quickly after taking parental leave. In 2011/2012 several conferences on federal state level were organised in order to inform about the purpose of the programme and to foster a constructive exchange between the project executing agencies.

2. BDA, ZDH, VKA and DGB promote the New Quality of Work Initiative (INQA). INQA supports company activities in the fields of sustainable HRM, Diversity and Equal Opportunities, Life Long Learning and Health. INQA is defined as a national platform for German companies. The members of the initiative develop criteria for a new quality of work. INQA was established in 2002. However, during the last year a fresh impetus was given to the initiative by putting a stronger focus on "Human Resource Management".

3. BDA, ZDH and VKA promote "Die Charta der Vielfalt" (Charter of Diversity) that aims at creating a work environment free of prejudice. The Members deeply respect all colleagues irrespective of sex, race, nationality, ethnic background, religion or worldview, disability, age, and sexual preference. The Charta was initiated in 2006. During the last years "Die Charta der Vielfalt" has contributed significantly to the fact that today respect for diversity can be taken for granted and is considered an advantage for companies and employees. On the one hand diversity can create a stimulating work environment. On the other hand the appreciation and promotion of diverse potentials produce economic benefits for the companies. The values the Charta promotes are and shall remain of high relevance. Therefore, "Die Charta der Vielfalt" should also be included into the second joint table on the implementation of the European Framework Agreement on inclusive labour markets.

4. BDA, ZDH, VKA and DGB actively promote in-company introductory training, the so-called Special Introductory Training for Youths Programme (EQJ-Programm). It is an excellent way for difficult-to-place young people to gain access to the regular system of dual vocational education and training in Germany (Duale Ausbildung). Employers offering introductory training can receive funding through a wage subsidy of around 200 € per month plus a lump-sum share of the average total social insurance contributions for the apprentice/trainee. These introductory training schemes, lasting a

	<p>minimum of six months and a maximum of twelve months, are geared towards teaching and consolidating basic qualifications that individuals need to learn occupational skills for a subsequent vocational training programme. The EQJ-Programme has proved to be highly successful: Scientific evaluation has shown that the rate of EQJ-participants, that have been taken over after the EQJ-programme into regular vocational training schemes by companies is much higher compared to other employment measures for young people because of the direct company orientation of the EQJ-programme. Nevertheless, the DGB has noticed with concern certain free-rider effects and points out the risk that in addition to the actual target group young people are put in such measures because reasonable offers are missing.</p>
<b>Greece</b>	
<b>Hungary</b>	
<b>Iceland</b>	<p><b><i>Joint report on implementation of framework agreement on inclusive labour markets by ASI (Icelandic Confederation of Labour) and SA (Confederation of Icelandic Employers)</i></b></p> <p><b>Translation of the agreement</b> The agreement was jointly translated by the social partners and finalised in April 2012. No difficulties were encountered during this process</p> <p><b>The implementation of the agreement</b> There has not yet been developed general and comprehensive strategy to implement the agreement as such. However the Social Partners in dialogue and cooperation with the Government have taken initiatives in many different fields in line with the framework of the agreement. Some are based on already existing policies and actions while others are new. Below we describe in some details three of these projects/programmes/policy areas</p> <p><i>1. The Vocational Rehabilitation Fund (VIRK)</i> The Social Partners (ASI and SA) decided in a collective agreement to set up a vocational rehabilitation fund, VIRK, operating capital for which was pledged by the employers, the pension funds and the government. This arrangement was the subject of a tripartite agreement between the employers' and employees' organizations and the government.</p> <p>According to its articles, the role of VIRK is to systematically reduce the likelihood that workers will withdraw from the labour market due to permanent disability by enabling them to be more active, upgrading their rehabilitation and by other means. The fund's main task is to organise and monitor the work of the counsellors working for trade unions' sick-pay funds and assist individuals who are in need of vocational rehabilitation. Particular priority is given to early intervention</p>

and multiple vocational rehabilitation measures. The fund pays for various types of counselling and measures aimed at improving individual's working capacity on an individually-tailored basis. User services provided by VIRK are free of charge.

All the principal workers' and employers' organizations in Iceland are now participants in VIRK, and a broad consensus has been reached on the development of a service providing vocational rehabilitation. The intention was to have a legal amendment introduced so as to extend access to these measures to workers whose employers stand outside the national employers' federations and to the self-employed. This is now in the finale stages as the Government has introduced an Act on Vocational Rehabilitation in line with the agreement made with the Social Partners. The Act is expected to be passed before the summer of 2012.

Currently there are 34 counsellors working in more than 30 full-time-equivalent positions all over the country. Their working facilities are in the premises of the trade unions, or of their sick-pay and support funds, and individuals are able to make appointments to see them there.

Counsellors employed by the trade unions provide a vocational rehabilitation service in which the aim is primarily to assist the individual to continue in employment or return to employment. A variety of measures are used, the aim being to urge individuals to make the most of the skills they have, at the same time reducing obstacles that may prevent them from participating actively on the labour market.

If the services needed are more than what the counsellors can provide, specialists are called in, or specialist services are purchased as necessary in each individual case. Examples of such services are: consultations with medical specialists; physiotherapy; physical training under specialised supervision or other types of assistance to enable people to build up physical strength or stamina; courses in private financial management and financial advice; nutritional advice; health counselling; courses of various lengths aimed at improving working capacity; the services of professional vocational rehabilitation centres, specialist assessments of working capacity, etc. The focus is on working closely with the health services, in particular with physicians at the primary health-care clinics. Priority is also given to smooth collaboration with employers, as this is a precondition for being able to assist people to return to employment.

Over 3000 people have already received assistance from counsellors attached to the trade unions, and demand for this service is constantly rising. The work of the counsellors has already produced good results and the response from trade union members to the services they provide has been extremely positive.

## *2. Pilot project regarding employment services for unemployment workers*

Following the Collective Agreements in the private sector in May 2011, statement given by the Government at that time and further dialogue between the Social Partners (ASI and SA) and the Government an agreement was reached between these parties in late January 2012 on a pilot project regarding employment services for unemployed workers



	<p>including active labour market measures and recruitment services.  The main aim of the project is to strengthen recruitment services but also to promote active labour market measures and initiatives to increase the chances of unemployed people to get new jobs on the labour market.  The project will be launched in May 2012 and will cover about 25% of the unemployed. The project will last for three years. Based on the outcome of the project decisions about further arrangements will be taken.  The project will be managed by special organisation of ASI and SA named WORK – Recruitment and Counseling. The actual service will be provided by trade unions affiliated to ASI in cooperation with organisations and companies affiliated to SA.</p> <p><i>3. Two programmes addressing education and unemployment</i>  The social partners, in cooperation with the government initiated in 2011 and 2012 two major programmes addressing education and unemployment.  The former, learning is a working experience started in the fall of 2011 and has the aim to decrease the number of people that have not graduated from secondary schools. Young people from 16-25 years were given another opportunity of admittance in schools at upper secondary level. Further a special effort was made in order to activate people that had been unemployed for more than 6 months with new educating opportunities for persons older than 25 years and almost all of them enrolled in vocational studies. This program is funded jointly by the government (up to 25 years olds) and the unemployment fund that is financed by all employers.  The latter program, the way to work aims at creating new jobs for unemployed people – especially those who have not been able to find a job for more than a year. Promoting this project are the municipalities, the social partners and the government that agreed that is preferable to pay people for working where work needs to be done, rather than pay them benefits as they were not working. The project has a time limit, both as regards initial hiring period and duration of the contracts. Unemployment benefits in Iceland come from the unemployment fund that is financed by all employers. In this program benefits are paid to the companies for up to a year, if the person that will be hired has been unemployed for longer than a year.</p>
Ireland	<p><b><i>Joint report by IBEC and ICTU</i></b></p> <p>Given the scale of the unemployment challenge in relation to the Labour Market, the Irish Government has developed two key strategies.</p> <p>The <b>Action Plan for Jobs</b> was launched in February 2012 and contains more than 275 distinct actions to be</p>

implemented across all Government Departments, State Agencies and Offices to support and create jobs.

It aims to have 100,000 more people in work by 2016 and 2 million people in work by 2020. Assuming the current 20-64 year old population holds constant, attaining the Action Plan for Jobs target would have a significant positive impact for Ireland's employment rate 2020 target, reaching 67.6% by 2016 and 70.1% by 2020.

**Pathways to Work**, the Government Policy Statement on Labour Market Activation was also launched in February and outlines how the Government intends to introduce a better approach to providing supports for the unemployed. Pathways to Work has five strands aimed at ensuring that as many new job opportunities as possible are filled by those on the Live Register. The five strands are as follows:

- More regular and on-going engagement with people who are unemployed;
- Greater targeting of activation places and opportunities;
- Incentivising the take-up of opportunities;
- Incentivising employers to provide more jobs for people who are unemployed; and
- Reforming institutions to deliver better services to people who are unemployed.

The twin supply side policies outlined above are designed to provide a wide range of specific measures which are complementary to the ongoing efforts to address these bottlenecks. Some of the specific policy responses from the Irish government are outlined below.

*1. Weak labour market demand, particularly in domestic services*

**Key measures:**

- The Employer Job (Pay Related Social Insurance) Incentive Scheme was simplified and extended to cover the first 18 months of employment in the first quarter of 2012 Under the scheme, if an employer takes on an additional member of staff, who has been unemployed and in receipt of an eligible payment for six months more more, they will be exempt from paying employer's social insurance for 18 months. The job must be new and additional, be for at least 30 hours a week and last for six months.;
- Eligibility criteria for the scheme have been amended to allow time spent on work placement programmes such as JobBridge (see below) count as the qualifying period for the scheme and enable participants to avail of short

training programmes through SOLAS, the new national further education and training agency;

- Separately, a Wage Subsidy Scheme provides specific long-term support for firms who employ workers with disabilities, the rationale being to compensate for lower productivity of such workers - about 1,100 workers are participating on the scheme at an annual cost of almost €11 million in 2011. It incentivises employers to hire, on a full-time basis, unemployed persons who are on the Live Register for six months or more; -
- In 2011, the Government halved the lower rate of Pay Related Social Insurance until the end of 2013, on jobs that pay up to €356 per week;
- An independent review of Wage Setting Systems (i.e. Registered Employment Agreements and Employment Regulation Orders) has been undertaken;
- Legislation to increase the state pension age has been adopted;
- To support the tourism industry, which is typically a labour intensive service; the Government introduced a new temporary second reduced rate of VAT of 9% with effect from 1 July 2011 until end-December 2013. The new 9% rate mainly applies to accommodation and catering services as well as various entertainment services such as admissions to theatres and museums;
- In 2011, the Government launched a National Internship Scheme, JobBridge which will operate for 2 years. The scheme will provide 5,000 internship placements of 6 to 9 month duration. Participants on the programme receive a payment of €50 per week additional to social welfare entitlements. To date, approximately 40% of those completing an internship have progressed to a full time job in the sponsoring firm or in another firm

## *2. Long-term and structural elements of unemployment*

and

## *3. Access to opportunities for upskilling and reskilling, especially sectors that have been most affected by the impact of the recession*

### **Key measures:**

- Prioritisation of places, including in the further education and training sector, specifically for those on the unemployment register for 12 months or more, and improve data collection and impact evaluation to ensure delivery of this goal
- The development and improvement of Ireland's existing employment services (e.g including the recently created National Employment and Entitlements Service) to encourage greater use of these services by employers and to

- maximise flow-through from public sector training and support programmes to full-time employment
- The provision of conversion courses to upskill/reskill unemployed people to meet skills shortages in new and emerging sectors (ref ICT Skills, languages). A
- an open tender will issue shortly for the delivery of a one-year full-time graduate ICT conversion programme to be delivered in 2012;
- Further roll out of the free third level places initiative, Springboard. The precise number of places to be provided will be determined by the results of an open competitive tendering process which will be conducted in the first quarter of 2012
- The provision of a new Labour Market Education and Training Fund for the long-term unemployed, to be co-financed by the European Social Fund (ESF). This Fund, specifically targeted at the long-term unemployed, will deliver upwards of 6,500 places.

*4. The challenge of targeting cost-effective activation programmes to those most at risk of losing contact with the labour market and drifting into long-term unemployment, and of increasing labour market participation of those cohorts with lower than average participation rates, including lone parents and people on illness/disability payments, and to reintegrate into the labour market the group of women who have interrupted their careers for child rearing;*

**Key measures:**

- A Government commitment to support over 85,000 beneficiaries of job placement, work experience and back to education schemes in 2012
- The introduction of profiling of newly-unemployed claimants to identify those at risk of becoming long-term unemployed at an early stage
- Initial referral to group engagement (GE) sessions has been introduced to increase the capacity and efficiency of the process. An evaluation of the GE process was completed in June 2011 and initial findings are extremely positive.

*5. Developing a more effective and streamlined response to the needs of the unemployed and removing disincentives to participation in training, education and employment opportunities*

*Key measures:*

- The establishment of a single "one stop shop" public employment and benefits service in the National

Employment and Entitlements Service with clear targets for rolling out the new approach;

- Reforms to the jobseekers' schemes are being introduced to ensure that people in part-time employment are incentivised to take up full-time employment as such opportunities become available. This includes rebasing the payment week for jobseeker's benefit on a five-day week rather than a six-day week where a person is working for part of the week. From January 2013 employment on a Sunday will be taken into account when determining the level of entitlement to jobseeker's payments
- In Budget 2012, the Government exempted low-paid, part-time and seasonal workers with an annual income of less than €10,036 from the Universal Social Charge
- The Department of Social Protection will continue to implement its power to sanction individuals who fail to engage with the Pathways to Work approach.

#### **Youth Unemployment**

Employers and trade unions welcome the Commission initiative from earlier this year in relation to tackling youth unemployment. In February, ICTU and IBEC met a Commission delegation to Dublin to discuss the key challenges in this regard. During the visit key officials outlined the significant efforts being made to confront the challenges posed by youth unemployment, while at the same time supporting small and medium-sized enterprises.

#### **Restoring domestic demand**

Employers and Unions believe that the main cause of the unemployment crisis is weak domestic demand and the lack of consumer confidence. New thinking and greater ambition from the Government is required. There are practical steps the Government can take to stimulate the domestic economy, even in the face of constrained public finances. A small example was the multi million euro initiative of the Department of Education for school building.

- The economy remains two-speed in nature: in the last five years net exports contributed to growth; in the last four years domestic demand subtracted from growth.
- Since 2007, domestic demand has fallen by 22% in volume and by almost 30% in value.
- We have moved from a situation where credit funded much of the growth in domestic demand to one where high savings and debt repayment are shrinking activity. Consumers who can spend do not have the confidence to do so.
- Transactions in the property market have ground to standstill on the expectation of further price falls. At some

	<p>stage over the coming years more normal levels of spending and saving will emerge.</p> <p>It is neither likely nor desirable for domestic demand to be the primary driver of economic growth, but it is essential that it contributes to growth and employment recovery. The challenge is to ensure that this happens sooner rather than later.</p> <p><b>Supporting job creation</b></p> <p>Employers also believe that Ireland needs a clear strategy to grow the economy. Ireland has lost 300,000 jobs over the last four years and it has an unacceptably high unemployment rate. Employers believe the state needs an unrelenting focus by Government on tangible measures to help Ireland regain competitiveness and businesses to create sustainable jobs.</p>
<b>Italy</b>	
<b>Latvia</b>	<p><b><i>Joint report by the Employers' Confederation of Latvia (LDDK) and the Free Trade Union Confederation of Latvia (LBAS)</i></b></p> <p>Framework agreement on inclusive labour markets is translated into Latvian by Joint Translation Fund and distributed to all affiliated organisations.</p> <p><b>Activities on implementation:</b></p> <ol style="list-style-type: none"> <li>1. LBAS organises free of charge consultations for employees and unemployed people who need help in protection of their labour rights to be better integrated into labour market. Five regional trade union consultative centres are operating on a daily basis.</li> <li>2. In the framework of ESF project "Practical application of labour relations and work safety normative acts in branches and enterprises" during reporting period LBAS has implemented two major informative campaigns : "Let unions protect you – do not be afraid of your Boss!" (<a href="http://nebaidiesnosefa.lv/">http://nebaidiesnosefa.lv/</a>) and "Take off your burden" (<a href="http://www.draugiem.lv/arodbiedribas/api/lbas">http://www.draugiem.lv/arodbiedribas/api/lbas</a>) to educate existing and potential employees on legal labour relations and labour protection issues inviting them to use free of charge consultations provided by LBAS lawyers to tackle problematic situations at work place. Special campaign web sites and interactive on-line games were created for that purpose accessible in social media.</li> </ol>

3. In the framework of ESF project “Practical application of labour relations and work safety normative acts in branches and enterprises” during reporting period LDDK:
  - Has implemented one major informative campaign: “Against shadow economy – for fair competition”
  - Together with organized industries representatives and general public elaborated recommendations for shadow economy reduction. Responsible business (paying taxes) means that signing agreement – employer with employee, both agree to pay taxes and don’t use “envelopes” as payment for work. Responsible business ensures labour force to be healthy, safe and protected by state social security system.
  - Conducted free-of-charge seminars on the subject of labour protection for employers in all areas: <http://www.lddk.lv/index.php?c=278>;
  - Carried out the study on “Working conditions and risks in Latvia 2009-2010”;
  - Issued the following informational materials: “Labour Protection in Companies”, “A Guide for New Businesses”, Updated “Employer’s Handbook”;
  - Evaluated over 100,000 workplaces in 1450 companies (activity closed in 2nd quarter of year 2011);
  - Developed the Electronic System for Working Environment Risk Assessment: [www.darbariski.lv](http://www.darbariski.lv) ;
  - Provided free-of-charge consultations on the subjects of employment rights and labour protection in five consulting centers – in Rīga, Jelgava, Ventspils, Daugavpils, Valmiera;
  - Developed an interactive computer game for the youth and for internal communication within companies: <http://vimeo.com/19362499> (www.prakse.lv).
4. In the same project framework two campaigns for students of secondary schools and students of vocational schools are being implemented (“Profs” and “Smarts”) by the LBAS to educate students on legal labour relations and health and safety issues.
5. LDDK organises free of charge consultations and seminars for employers who need help to improve work organisation and implementation of corporate social responsibility principles on human rights and labour rights. LDDK has initiated establishment of Corporate Social Responsibility (CSR) Co-operation Platform to develop synergies of different stakeholders interested in common understanding and promotion of good business practice. From 2010 CSR platform has joined 22 organizations. In 2012 CSR platform will join 14 organizations more.
6. LDDK and LBAS has developed Sustainability Index where companies can evaluate their progress on implementation of corporate social responsibility principles based on international standards and stakeholders

analysis, the principles include human rights and labour rights. For the 3<sup>rd</sup> year companies are welcoming this initiative and participate in Sustainability Index. More information is available on web site: <http://www.ilgtspejasindekss.lv/> .

7. Both LDDK and LBAS promote conditions and aims of the Agreement into collective agreements at local and sectoral level.
8. LBAS organises free of charge training courses for employees and potential workers on legal labour rights, social dialogue and inclusive labour markets at all levels.
9. Within the ESF project on capacity building of trade unions LBAS has conducted researches on the topics of the integration of workers into the labour market:
  - Research on the effectiveness of the system of reintegration of unemployed persons into the labour market in Latvia and possible improvements;
  - Research on compliance of workers to labour market needs depending on the state education.
10. November 2011, LBAS organised international Youth Forum “Trade Unions is your opportunity - rights and security guarantee!” with a purpose to raise awareness on involvement of young people into the labour market. The participants of the forum - young trade unionists, pupils, students, NGOs representatives and international trade union movement representatives - discussed the role of trade unions in supporting young people starting labour relations and creating ideas on improvements of trade union activities in order to reach and to help young workers.
11. March 2012, LBAS organised a panel discussion “Inequality in the labour market” involving trade union, employers and municipalities’ representatives. One of the central topics of the discussion - involvement of parents with children into the labour market, work and family balance opportunities in Latvia.
12. In 2011 both LDDK and LBAS started implementation of a major project on restructuring of vocational education qualification system and improvement of the efficiency and quality of vocational education and training for period 2010-2013. The project is aimed on research of education and labour market needs in 12 priority economic sectors. Main actions are establishment of sectoral expert councils as advisory tool for improvement of vocational education and training (VET). In the middle of 2011 twelve sectoral expert councils have been established



(composed from representatives of employers, trade unions and state institutions).

In 2012 sectoral expert councils were involved in:

- Evaluation of students enrolment plans in initial vocational education programs;
- Setting prior sector vocational schools who can apply for European Regional Development Fund (ERDF) financing for improving training equipment and infrastructure;
- Defining main professions and related professions and specializations of sector for building new -modular programs in VET;
- Approving accreditation experts of vocational schools and VET programs etc.

13. Ministry of Education and Science, the Latvian Rectors' Council, the Higher Education Council, LDDK, LBAS and the Student Union of Latvia signed an Agreement aiming to promote cooperation between the parties in order to encourage preparation of graduates of the higher education institutions in compliance with the labour market requirements. Agreement includes such activities as improvement of compliance between labour market demand and supply of education institutions, participation of employers in defining learning outcomes of study programmes and ensuring apprenticeships, preparing a proposal for tax policy that would facilitate greater private contributions into the higher education sector, as well as greater cooperation between the employers and higher education institutions.

14. LDDK is the local contact point of the United Nations Global contract as of 2005. LDDK as business representative promote 10 principles of the UN Global contract among its members and society. Four of these principles are dedicated to ensuring better labour relations and human rights. From 22 organizations ever signed in UN Global Compact 12 companies' are reporting on CSR.

15. LDDK and LBAS are members of the Consultative Board of the National Employment Agency, as well as members of other working groups of the Ministry of Labour and the Ministry of Economy related to labour market development in which they regularly contribute with the view of the social partners.

16. Within the framework of ESF project on legal labour rights and labour protection LBAS is publishing a quarterly "Workers' Newspaper" informing the whole society on employment and labour market conditions and opportunities to foster people's better inclusion into labour market. This newspaper is being distributed widely through mail boxes. LBAS has published renewed edition of Labour Law with commentaries of experienced lawyers available free of charge for employers, trade union organisations and state institutions.

<b>Lithuania</b>	
<b>Luxemburg</b>	<p data-bbox="499 316 2069 379"><b><i>Joint report by Fedil – Business Federation Luxembourg (member of BUSINESSEUROPE), la Fédération des Artisans, (member of UEAPME) and CGT-L (OGBL/FNCTTFEL) et LCGB (members of ETUC)</i></b></p> <p data-bbox="499 416 2069 515">The European framework agreement in inclusive labour markets was signed on 25 March 2010 by the social partners, with inter-professional representation at European level, namely from BusinessEurope, UEAPME, CEEP and ETUC, pursuant to Article 155 of the 2009 Treaty on the Functioning of the European Union.</p> <p data-bbox="499 552 2069 683">The main aims of the framework agreement on inclusive labour markets is to arrive at the full integration of individuals on the labour market by broaching questions of accessing, staying and reintegrating in said market, raising awareness among employers, workers and their representatives about the benefits of an inclusive labour market, and providing them with guidelines to identify obstacles to such a market and solutions to remedy them.</p> <p data-bbox="499 719 2069 783">The Luxembourgish social partners have noted that many measures already exist to implement the European framework agreement in Luxembourg and have identified the main ones.</p> <p data-bbox="499 820 1906 852"><b>Constant dialogue between the social partners in the standing committee on labour and employment</b></p> <p data-bbox="499 855 2069 954">The social partners exchange points of view on employment, unemployment, working conditions, and health and safety regularly in the standing committee on labour and employment. This committee is composed of representatives from government, national trade unions and employers in different sectors.</p> <p data-bbox="499 991 2069 1257">The committee is in charge of monitoring the situation, development and functioning of the employment market in Luxembourg in respect particularly of the optimal use of the workforce in coordination with economic and social policy, the composition of employment supply and demand, recruitment, application of legislation for the prevention and fight against unemployment and legislation concerning relations between the employment administration (known by the French acronym ADME) and employers. Pursuant to its mission, the committee is called upon to make proposals to improve the functioning of the labour market. The social partners who take part in the committee's deliberations are thus afforded an opportunity to broach and discuss various topics such as the employability of older workers, training, orientation, etc.</p> <p data-bbox="499 1294 1305 1326"><b>Regular dialogue of the social partners in different bodies</b></p>

In addition to regular meetings in the standing committee on labour and employment, the social partners also meet in three other bodies.

The economic cycle committee is composed of ministers and representatives of employer and employee organisations. This committee meets monthly. Its task is to monitor the economic and employment situation in Luxembourg closely and to report to the Government Council. It also issues opinions on requests for partial unemployment and for early-retirement adjustments.

The economic and social council is composed of representatives from employers, employees and the government. It is called upon to give opinions on all legislative or regulatory measures relating to occupational circles and the national economy as a whole.

The tripartite coordination committee is composed of members of government, representatives of employers and employees. Its task is to reach consensus on important economic and social issues.

Through their participation in these different bodies, the social partners endeavour to improve working conditions, and to promote the reintegration and keeping of workers in employment as well as inclusion in the labour market.

#### **Participation of the social partners in legal mechanisms that contribute to keeping workers employed**

It is essential to try and keep workers employed as much as possible. Luxembourgish legislation comprises various measures to that end.

The partial unemployment system, for instance, has played a decisive role in keeping people employed during the recent economic crisis. The purpose of this measure is to prevent redundancies owing to the economic cycle and structural causes in companies and to keep a satisfactory level of employment during periods of general economic recession. Thus, subsidies may be allocated to employers, who rather than proceed to redundancies, undertake to maintain the employment relationship of their staff and to pay its employees an allowance for the loss of wages due to the reduction of the normal working time. The social partners have an important role to play in this field through their participation in the economic cycle committee (see above).

Furthermore, when a company is or will soon be in difficulty, it is called upon to devise a plan to keep its workers employed. Talks on such a plan are held between the social partners at company level. The plan constitutes a

framework for a structured approach to manage the impact of restructuring on employment in the company. It may pertain to measures to keep employment in the company (partial unemployment, adjustments to the working time, participation in continuing training or retraining during working hours off, etc), internal or intra-group restructuring (labour temporarily on loan), and external reassignment (personalised support for career transition, re-employment assistance, etc.). Most of these measures are possible without a “maintain employment” plan, but the company that has such a plan approved by the Ministry of Labour and Employment has access to co-funding for the implementation of these instruments.

Luxembourgish legislation moreover provides for a special procedure when the employer plans collective redundancies. The employer must apprise the representatives of employees and ADEM of his plan and initiate negotiations with employee representatives. These negotiations must pertain to possibilities of avoiding or reducing the number of redundancies and of reducing the consequences thereof through, in particular, reclassification, retraining, reintegration in the labour market, or more favourable financial compensation than that provided by law. When the parties cannot reach an agreement, they must refer the matter to the national conciliation office to try to get the social partners to agree on a redundancy plan.

The social partners therefore have a fundamental role under these measures to keep people employed, whether in the company or in advisory bodies.

### **Contribution of the social partners to employment integration, re-integration and reclassification**

In addition to financial support measures for companies which hire certain categories of job seekers (e.g. reimbursement of social security contributions when hiring a older long-term unemployed worker), Luxembourgish legislation comprises a certain number of measures to promote integration and reintegration in the labour market for jobseekers, such as training allowances for unemployed workers, training placements in companies whereby the latter can qualify for unemployment benefits or supplements. The decisions relating to unemployment benefits (allocation, continuation, refusal or withdrawal) are taken by the director of ADEM. Refusal or withdrawal decisions may be appealed to a special committee composed of representatives of employers and employees and chaired by a representative of the Ministry of Labour and Employment.

Luxembourgish legislation moreover establishes a special system for workers who cannot carry out their last job, but who are not considered as persons with disabilities within the meaning of the legislation on social security. These workers

benefit from reclassification inside or outside the company, depending on the decision of the mixed committee. This committee is composed of representatives of the employers, employees, social security medical board, ministries and ADEM.

Through their participation in the bodies in which they are represented, the social partners contribute to the supervision of integration and reclassification measures.

In addition to these measures and legal procedures, other initiatives are taken to promote integration in employment and to increase the chances of jobseekers to rejoin the world of work. Accordingly, in cooperation with sectoral organisations, the Government launched a new approach to employment policy to bring the needs of skills in sectors better in line with the skills of job seekers. The “Fit4job” initiative is a pilot project that is running successfully in the financial sector. It was therefore decided to generalise the “Fit4job” concept by transposing it to other economic sectors (e.g. civil engineering). These projects are aimed at improving the current situation on occupational reintegration through closer cooperation by and between ADEM and the companies of the sector concerned. It essentially boils down to defining better the expectations of companies in terms of recruitment and the skills and expertise of jobseekers, and of supervising the latter better when they are looking for a job (skills assessment, orientation support, etc.). Other, more occasional initiatives are putting jobseekers in direct contact with employers so as to accelerate the recruitment process (examples: “Meet4Job” and “Jobsday” initiatives).

It is moreover worth underscoring that as regards cooperation with the “tertiary sector” to support those who have the most difficulties in joining the world of work, the Minister responsible for the solidarity economy, whose portfolio was created recently in Luxembourg, has launched a vast process of reflection on the solidarity economy by involving closely all the stakeholders of the civil society, including the social partners.

#### **Procedures to enhance the mobility of workers on the employment market through the recognition of skills and qualifications**

A special procedure was established in Luxembourg to develop and certify occupational or extra-occupational experience. Anyone with at least three years (i.e. 5000 hours) of practice in the line of work s/he wishes to have recognised, can file an application with the ministry of national education and vocational training. If the person meets the conditions, s/he can obtain a certificate, a technical secondary school diploma, or a certificate of trade proficiency, in whole or in part. This procedure is intended for the validation of attainments of experience, technical secondary school

diplomas or certificates (certificate of technical and vocational initiation, certificate of manual capacity, certificate of technical and professional aptitude, technician's diploma, technical secondary school diploma, as well as certificates of trade proficiency).

Furthermore, ADEM can conduct a skills assessment for the jobseeker to gauge better his or her specific profile and enable him or her to manage his or her career better. The aim of the skills assessment is to specify and expand the jobseeker's aptitudes so as to be able to align them better with the skills required on the labour market.

**Commitments of the social partners on training to meet the needs of the labour market, specific problems of certain categories of the population (example: illiteracy), or to ensure a transition between training and the world of work.**

Training constitutes an essential key in terms of integration in the labour market. If initial training is important, training throughout one's entire career often proves indispensable.

Aware of these stakes, in 2003 the social partners concluded an agreement on personal access to training which was enshrined in Luxembourg law. Part of this agreement concerns the personal management of working time under a mobile timetable arrangement and unpaid leave, and was made official by Grand Ducal regulation. The other part concerns the introduction of personal training leave, which was entered in the Labour Code as a legal provision. The social partners recently proposed to raise the awareness of their members about training opportunities.

In addition to these training measures in an individual capacity, Luxembourg also has -- and indeed supports -- continuing vocational training to enable employees and business leaders to adapt qualifications by honing them to meet the requirements of the techniques and technologies of the organisation, production or marketing, the retraining of the employee and the business leader to access another occupational activity, or the promotion of the employee through preparation for tasks or positions that are more demanding or require greater responsibility and the development of skills and potential that are not sufficiently if at all used. These training courses are provided through collective agreements or training plans. The company that implements such courses may be eligible for financial support under certain conditions defined by law.

At the request of the social partners, the government has moreover undertaken during bilateral talks to increase the financial support for companies so as to encourage them to boost vocational training for their workers.

In practice, the professional chambers and sectoral training organisations are very active on the training front and use

	<p>numerous contacts to disseminate information on this issue (examples: Luxembourg Lifelong Learning Centre of the Luxembourg Chamber of employees, Luxembourg School for Commerce, Luxemburg Institute of Banking Training, Construction Training Institute, Sectoral Training Fund for Temporary Employment). The training courses are designed to meet the needs of the labour market.</p> <p>In general, training questions, such as the employability of unskilled workers, or the stakes of language training for migrants and their children, can be discussed in such bodies as the standing committee on labour and employment.</p> <p>As to training for young people and their integration in the labour market, there are different ways to help them enter working life gradually (examples: under an apprenticeship contract with an employer, an employment initiation contract). Employee organisations and trade unions are also keen to organise and be involved in events that enable young people to come into contact with the business world (e.g. the “Job Shadow Day” initiative where a person can accompany (shadow) a manager for a day, or “Girls’ Day – Boys’ Day” (which enables young women and men to have an initial contact with jobs less coveted by persons of their sex and boosts interest in these areas).</p> <p>These approaches are part of continuous actions by organisations representing employers and employees to develop and promote the image and appeal of different sectors, lines of work and occupations in Luxembourg. The organisations are also keen to promote lines of business that need labour and hold a promising future.</p> <p>Work is the inclusion factor par excellence. The Luxembourg social partners are therefore intent on contributing to the integration of the largest possible number of workers in the labour market and on promoting diversity in companies through the implementation of the aforementioned measures. All the initiatives taken in this agreement attest to the commonly shared determination in Luxembourg to give impetus to the employment integration process.</p>
<b>Malta</b>	
<b>Netherlands</b>	<p><b><i>Joint report from the Dutch public sector social partners VNG (association of Dutch municipalities, employers organisation) the Central Government employer and the Abva/Kabo/FNV (trade union for the Public sector) and co-ordinated by Centre for Labour relations in the Public Sector (CAOP).</i></b></p> <p><b><i>Introduction</i></b></p> <p>The Dutch social partners in the public sectors support the framework agreement on inclusive labour markets as they consider an inclusive labour market as fundamental for both economic development and social cohesion.</p>

***Implementation of the agreement***

The Ministry of the Interior and Kingdom Relations (BZK), the Association of Netherlands Municipalities (VNG) and also other employers of the different public sectors (central government, police, judicial body, military bodies, municipalities, provinces, water management bodies, primary education, secondary education, vocational education, education in the field of applied universities (HBO), university education, the sector of the university medical centres and the research institutes) and trade unions for the public sectors, such as Abvakabo FNV, have undertaken a broad scope of common and separate measures in order to reach an inclusive labour market in the last couple of years. This also counts for the past year from March 2011 until April 2012.

This agreement takes a wide approach, leading to a wide scope of possible actions to implement the agreement. Accordingly the actions taken for an inclusive labour market are numerous and divergent in the Netherlands. We have thus decided to give some general trends and challenges first and then to present some examples of actions for certain groups in relation to labour market participation.

***Trends and challenges***

Firstly we would like to stress that it is important for Dutch social partners in the public domain that their staff reflects the population of Dutch society. Secondly, the shrinking labour market and the aging population, which are becoming increasingly visible especially in the public sectors, increase the need to formulate a diversity policy in a broad sense. Moreover, diversity is also a necessity when considering the quality of service especially in the public sectors.

Another relevant development for the central government sector (this includes the Ministries and about 200 governmental executive bodies) is the new government policy of a 'compact' civil service. The government wants to have a smaller civil service and to enhance initiatives from the society, more responsibility for the citizen and the industry. This implies at least following: due to shrinking of the civil service body, governmental organisations should reconsider the way they are organised. Secondly tasks are reconsidered and therefore civil servants will be made redundant. Also the government aims to have a more flexible labour market for the public sector.

The changes in tasks taken care of by the central government sector also have consequences for other public sectors, such as more tasks that need to be taken up by them. This also brings along new challenges, especially taking into account the current budget cuts in the public sectors.



Furthermore in the local government sector budget cuts and reorganisation lead to replacement of more than 10 000 employees. However on the long run shortage of labour is expected due to high numbers of employees reaching the pension age, finding a job in the private sector and work disabilities.

Moreover extra financial cuts will be introduced in light of reaching a balanced state budget. That's why the ministry of BZK has formulated a program " Beter werken in het openbaar bestuur" (Better and smarter working in the public service/government). This program has three objectives: more staff mobility, more flexibility in collective labour agreements<sup>10</sup> in the public sectors and more innovative solutions to reach more productivity. Mobility and flexibility are needed, because the government wants to achieve more 'van-werk-naar-werk-begeleiding' (from work to other work guidance). This guidance should lead to employment of redundant employees with other employers.

Abvakabo FNV points out that the budget cuts introduced in 2011 and continuing cuts for 2012 by the central government lead to a diminishment of the means needed to reach an inclusive labour market.

It underlines that social partners need to continue their efforts to find ways to still reach an inclusive labour market, notwithstanding the reduction of means.

Due to the financial problems and 'compact' government policy it becomes more challenging to maintain the diversity policy. One could speak of conflicting objectives: the enhancement of diversity in personnel within the public sectors and the reduction of personnel because of the aim to reach a 'compact' government.

The economic crisis may have both a negative and a positive effect on the stimulation of an inclusive labour market policy. As a result of a larger labour market, employers have more choices and possibilities to create a more diverse work environment. On the other hand, there have been budget cuts in (public) organisations, resulting in a fast decreasing demand for (new) personnel in the short run.

Last, considering that general labour market policies of the social partners have direct effect on the inclusiveness of the labour market, one needs to add that currently the negotiations of the collective labour agreement in the central government sector and the local government sector have reached a stalemate.

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<sup>10</sup>A written agreement or contract that is the result of negotiations between an employer and a union. It sets out the conditions of employment (wages, hours, benefits, etc.) and ways to settle disputes arising during the term of the contract; collective bargaining agreements usually run for a definite period--one, two or three years.

***Monitoring of and examples of actions to reach an inclusive labour market***

In general, the Ministry of BZK provides, in cooperation with social partners of the different sectors in the public domain, instruments that can be applied in the public domain and research reports in order to assess and facilitate inclusive labour markets. These include reports with facts and figures of the different sectors related to the labour market. They are currently available at [www.arbeidenoverheid.nl](http://www.arbeidenoverheid.nl), which gives the opportunity to generate data on diversity, gender etc. Also [www.internetspiegel.nl](http://www.internetspiegel.nl) is relevant, as it is specialised in work satisfaction registration.

Albeit the above mentioned challenging developments, there are still numerous actions implementing this agreement in practice. The approach of the different public sectors differs. The central government sector, for example, has no explicit targets linked to certain groups or direct affirmative actions any longer, but has mainstreamed this into its HR policy. In order to give an idea on the policies applied in the public domain in the broad sense, please find below some examples of actions that aim at encouraging and retaining people with partial workability, long-term unemployed, people with diverse ethnical backgrounds, women and younger and older persons.

**Aging and younger employees**

In the most recent CLA of the local government sector (2009-2011, negotiations for a new CLA are stalemated as mentioned above) VNG and the Unions for instance have made various agreements on how to further stimulate the employability of older workers. One of the measures is to address and mitigate the work load. This has become an obligatory topic for every performance interview and/or personal educational plan with employees of ages 50 and more.

Furthermore, within the collective labour agreement for the municipal sector it is specified that employers could get an annual discount of €2.750 on the pension's premiums they put aside for employees between 62 and 65. This money could be spent to increase the employability and availability of above mentioned employees.

For the central government sector a special programme is offered for older employees to facilitate either a further career step and or to continue working with pleasure and in a health way in their current position.

The employers in the public domain in the Netherlands also try to attract younger employees.

Examples related to this group are special trainee programmes and campaigns to attract younger people as employees. The bipartite A+O foundation, commissioned by the Employers Association of the Dutch municipalities (VNG) and the Unions, started, for example, the campaign „Working for a municipality ....“ in 2008 to attract new employees in the 25 –

35 years age group. The campaign is supported by a website and other activities. Moreover many municipalities offer special trainee programmes for younger employees, which are still maintained despite the economic crises and budget cuts.

#### **Partial work ability and long-term unemployed**

Since 2011 one percent of the employment body of the central government sector has been reserved for long-term unemployed (more than 6 months) and persons with partial workability. To reach this quota several measures are taken, such as exchange of best practices within this sector, training for social security mentors, special attention on the recruitment website for these groups, registration tools to monitor the number of persons of the targeted groups employed etc. The central government employer has several reasons to introduce this measure. Firstly to act as a social responsible employer and to practice what they preach towards other employers themselves. Secondly in the Netherlands there is a new act for young (partly) disabled since January 2011 which focuses more on their employment than the former act. Other reasons are the expected long term shortages in the Dutch labour market. Moreover measures are already taken up in preparations towards expected new policies (werken naar vermogen, to work according to one's ability) with much stronger focus on employment in the regular labour market (instead of government support or special workplaces for certain groups). Above reasons to introduce the quota are also reasons for employers in the public sectors to employ persons with a longer distance to the labour market.

However, Abvakabo FNV doubts that the aim of higher participation of persons with disabilities will be reached through the act "to work according one's ability".

#### ***Diversity related to ethnicity and gender***

An inclusive labour market also means an adequate mix of employees concerning ethnic backgrounds and an adequate gender balance. Regarding diversity of the employees with different ethnical backgrounds, many initiatives have been taken in the last 20-30 years. In the long run, it is important that the diversity perspective is embedded in the regular HR-policies of the public sectors. The Dutch central government is developing this integrated perspective for its own organisation as part of the qualitative agenda, which it is implementing together with the trade unions.

One of the activities during the last few years to raise more awareness and providing hands-on tools for the public sectors in the broad sense (education, police to the central government itself etc.) is the manual '*successful diversity interventions*' (*succesvolle diversiteitsinterventies*). The main purpose of this manual is to aid public sectors in choosing

effective diversity interventions.

Furthermore the instrument and website of the diversity index, ([www.diversiteitindex.nl](http://www.diversiteitindex.nl)), which is an interactive instrument that displays the composition of the employees of certain government bodies or segments based on a broad scale of indicators such as gender, ethnicity and age, have been maintained. The same goes for the 'think diversely' campaign, which also takes gender issues into account and the different leave systems, all described in the report of last year.

Social partners for the local governments have also undertaken common actions to reach a more diverse labour force by projects that they have set up with the bipartite A+O foundation for the local governments (A+O Fonds Gemeenten). They have financially supported projects to recruit new talent from different ethnic backgrounds, developed a master class on diversity and an ambassadors network to promote diversity amongst their employees. Moreover they have organised 23 visits to the employers for these groups to facilitate better contact between the local government sector, provinces and water management bodies.

Another example are 'Pedagogische conciërges' (educational janitors). 97 percent of the students of the intermediate vocational school *ROC Mondriaan* have roots abroad (for instance: Morocco, Surinam or Turkey). The school has recruited janitors originating from the same countries. The janitors completed special educational training to professionally deal with the parents and students. They take care of the security and school and if needed they take corrective measures. This approach has been successful.

### **Future**

Many of the initiatives still continue during the coming years and are regularly updated, evaluated and adjusted to their direct policy objective, but also to achieve a more overall goal as an inclusive Dutch labour market. During the past few years central government has played an active role in stimulating the different organisations in some of the public sectors, next to the own initiatives of the different organisations. Other sectors have already been active for years on this subject without government support to trigger this. The activities previously more undertaken by the central government on diversity and inclusive labour market are now more up to the organisations themselves to continue.

The present central government will be monitoring the achievements of the public sectors when diversity is concerned.

***Joint report by the Labour Foundation on the working methods and activities undertaken by the Dutch social***

***partners for the private sector (FNV, CNV and MHP (trade union side) and VNO-NCW, MKB-Nederland and LTO Nederland (employers' side) within the context of this framework agreement***

### **Introductory remarks**

This document explains the activities that the Labour Foundation<sup>11</sup> undertook between April 2011 and April 2012 to promote implementation of the agreements made in the EU Framework Agreement on Inclusive Labour Markets. This report does not include the activities undertaken by the individual employers' confederations and trade union confederations.

The goal of membership for the employers' confederations and trade union confederations is to promote good employment relations and to strive to reach agreement on advice and recommendations to be made to their members and other parties on a wide variety of issues. The Labour Foundation also offers the Dutch government, Parliament and other organisations advice and recommendations that may encourage the creation of an inclusive labour market, doing so either at their request or on its own initiative.

In this reporting period, as is traditional for the Dutch polder model of consensus policy, the social partners in the Labour Foundation have addressed and advised the government on dozens of issues, including the promotion of an inclusive labour market. This was also the case with regard to specific organisations that share responsibility for an inclusive labour market, such as the UWV (employees' insurance administration agency) and Stichting Lezen & Schrijven (reading and writing foundation).

### **1. Translation of the EU Framework Agreement**

As announced last year, as soon as the Framework Agreement was received, the Labour Foundation had it translated into Dutch by a professional translation company. The Foundation then made both the translation and the original

<sup>11</sup> The Labour Foundation is a national consultative body whose members are the three peak employers' associations and three peak trade union federations in the Netherlands. These are the Confederation of Netherlands Industry and Employers [Vereniging VNO-Nieuw, VNO-NCW], the Royal Dutch Association of Small and Medium-Sized Enterprises [Koninklijke Vereniging MKB-Nederland, MKB], the Dutch Federation of Agriculture and Horticulture [Land-en Tuinbouworganisatie Nederland, LTO], the Netherlands Trade Union Confederation [Federatie Nederlandse Vakbeweging, FNV], the National Federation of Christian Trade Unions in the Netherlands [Christelijk Nationaal Vakverbond, CNV], and the Trade Union Federation for middle and higher employees [Vakcentrale voor Middengroepen en Hoger Personeel, MHP].

English text available on its website [www.stvda.nl](http://www.stvda.nl) in August 2010, enabling those who so desire to read and/or download the texts.

## **2. Distribution of the translation of the Framework Agreement among the social partners**

The national employers' confederations and trade union confederations have notified their members about the publication of the translated Framework Agreement.

## **3. Implementation of the Framework Agreement**

The last year has presented few opportunities for jobseekers furthest from the labour market to find suitable employment. The primary cause for this has been the unfavourable economic climate resulting from the eurocrisis. Earlier expectations -that positions for vulnerable jobseekers would become available rather quickly after 2010 as a result of the ageing and dejuvenation of the labour market on the one hand and increasing economic development on the other - never came to fruition.

Still, the labour-market position of vulnerable jobseekers has improved in recent years. The most recent reports from the Ministry of Social Affairs and Employment [*Ministerie van Sociale Zaken en Werkgelegenheid*] ("SZW") show that an increasing number of collective agreements contain provisions regarding disabled young people [*wajongers*]. In 2008, there were no collective agreements that contained stipulations for promoting the employment of disabled young people. In 2010, 16% of collective agreements contained such stipulations, and this figure had increased to 36% by mid-2011.<sup>12</sup>

### **• The activities**

Below is a list of the most significant activities the Labour Foundation undertook to promote an inclusive labour market and the various advisory reports it issued on this topic.

- In terms of promoting an inclusive labour market, the social partners' most important activity in 2011 may have been the drafting of Policy Agenda 2020 [*Beleidsagenda 2020*] ("Policy Agenda") in connection with the Spring 2010 Pension Agreement [*Pensioen Akkoord Voorjaar 2010*] ("Pension Agreement"). By concluding the Pension Agreement -which will raise the retirement age to 66 years starting in 2020 and which is expected to raise it to 67

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<sup>12</sup> Source: A WVN employers' confederation, April 2012.

starting in 2025) –employers and trade unions have undertaken the joint responsibility for offering older employees a working future. They have agreed that, by 2020, there should be no difference between the average labour-market participation figure of over 55s and that for under 55s. It must again be considered perfectly normal that employers and employees themselves do everything to continue to stay healthy, motivated and employed until they reach the age at which they may begin receiving their State Pension ("AOW age"). To succeed in this endeavour, sustainable participation must not begin only once an employee reaches his or her 55th birthday, but must be part of every employee's career path from early in their careers.

The Policy Agenda contains dozens of measures that must be implemented in the coming years at both the centralised and decentralised levels.<sup>13</sup> In the autumn of 2011, the Foundation's social partners began the implementation in cooperation with the government. One of the Foundation's first activities was to prepare an advisory report for the Minister of SZW on the conditions for a career incentive –for which the government would contribute part of the financing –for inter-sector training and From Work to Work [*Van-Werk-Naar-Werk*) schemes.

- Implementation of the agreement with the government to combat low literacy [*Convenant Laaggeletterdheid*] in the workforce and among jobseekers (term of agreement: 2007-2015). It was agreed to reduce the number of low-literate persons by 60 per cent between 2007 and 2015. The social partners have undertaken to combat low literacy among working people.

The approach will be a two-pronged one, with the first being made within the sectors of the labour market.<sup>14</sup> In cooperation with Stichting Lezen & Schrijven (reading and writing foundation), the Foundation has approached various industries and training and education funds [*O&O- fondsen*] to promote the development of an approach to low literacy and the inclusion of that approach in policy plans and/or collective agreements. The Foundation has collected and distributed good examples of and information about collective agreements and industry and company approaches to this issue.

Because a review of the results showed that using this approach alone was insufficient, a second prong was developed in 2010-2011: directly approaching companies and employees with advice on how to identify and

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<sup>13</sup> A summary of the Policy Agenda is enclosed. The full text of the Policy Agenda can be downloaded in English and Dutch at [www.stvda.nl](http://www.stvda.nl).

<sup>14</sup> This prong of the approach is primarily aimed at making social partners in the sectors more aware of the nature and scope of the problems, emphasising the risks that low literacy entails and communicating the benefits of combating the problem.

remedy low literacy. This is how the Foundation encourages the use of the language scan [*taalscan*] an instrument developed by the Dutch Trade Union Confederation, the Confederation of Netherlands Industry and Employers and the Royal Dutch Association of Small and Medium-Sized Enterprises<sup>15</sup> -to determine whether someone needs language training. The Foundation also promotes the individual use of low-threshold multimedia products, including those from Stichting ETV.nl.

- A great deal of effort is being devoted to both improving the APL certificate [*EVC*]<sup>16</sup> and to drawing the attention of employers and employees to this tool. The APL certificate is a labour-market tool that employees can use to keep a record of what they have learned.

In September 2011, in order to promote the use of this tool, the APL Knowledge Centre joined forces with the Labour Foundation to prepare a guideline<sup>17</sup> for decentralised parties to collective agreements. The guideline explains how APL agreements can be included in collective agreements. The guideline was distributed to decentralised parties to collective agreements.

In April 2012, the Foundation and the government concluded a new agreement regarding the APL certificate. The basic principle of the new covenant is that APL must be a labour-market tool used to strengthen the position of employees on the labour market in terms of their career and the possibilities for workers and jobseekers in terms of recruitment and career path.

- In April 2011, the Foundation published "Additional Conclusions, Recommendations and Advice on Under 35 percenters" [*Aanvullende conclusies, aanbevelingen en adviezen 35-min*], which supplemented the "Practical Conclusions and Recommendations Relating to Under 35 percenters" [*Praktische conclusies en aanbevelingen 35-min*] published in 2008. This additional publication was presented because, based on research done at the Foundation's request, the social partners discovered that the number of employed occupationally disabled people that qualify as under 35 percenters -those who are less than 35% fit for work -has increased (from 42% in 2007 to 62% in 2009), and that that number may increase still further.

<sup>15</sup> FNV, VNO-NCW, MKB Taalscan, April 2010. This is available for download from [www.fnv.nl/taalscan](http://www.fnv.nl/taalscan), [www.vno-ncw.nl](http://www.vno-ncw.nl) and [www.mkb.nl](http://www.mkb.nl).

<sup>16</sup> The abbreviation APL [EVC] stands for "Accreditation of Prior Learning" [*Erkenning van Verworven Competenties*].

<sup>17</sup> The APL Knowledge Centre and the Labour Foundation « Making Thorough APL Agreements in Collective Agreements » [*Naar goede afspraken over EVC in de cao*], September 2011. This can be downloaded from [www.stvda.nl](http://www.stvda.nl).



Research into the health condition and work resumption of under 35 percenters showed that some of these workers -those with a low level of education and income who have relatively severe limitations and are suffering from ill health are in a vulnerable starting position in terms of resuming work. The Foundation emphasised to the government that the group of under 35 percenters includes not only those with mild limitations, but also those with significant limitations. The Foundation proposed a number of solutions for dealing with these problems. Naturally, the Foundation's position is that under 35 percenters need more intensive support while they are ill in order to be able to resume working later. The government, however, continues to reject this stance.

This publication again drew employer and employee attention to the importance of reintegration in the first two years of illness. Employers were recommended to provide more focused training in order to increase these individuals' employability either at or outside their companies. One piece of advice in this regard was to stipulate adequate preconditions when efforts are made to reintegrate these workers outside the company. The Foundation also recommended employees to give some thought to suitable work at their companies and to discuss their ideas with their employer and/or company doctor. If the employee's illness relates to his or her own work, the Foundation recommends that the employee look for another type of work. Employees are also advised to keep up to date on the opportunities for resuming work that are offered by the law and/or collective agreements and/or their employer. The advice to the government includes making efforts to expand the no-risk policy and to amend the Assessment Decree [*schattingsbesluit*] so that, to the extent possible, realistic determinations may be made of individuals' earning capacity.

The Foundation drew Parliament's attention to the importance of this advice again on 7 December 2011. Despite this, the government has done nothing to follow this advice. It remains to be seen whether and to what extent further advice to employers and employees will be heeded in respect of the labour-market position of this group of employees.

- In order to increase labour-market involvement, the New Way of Working [*Het Nieuwe Werken*] ("NWW") - flexible employment that is not bound to a particular location or particular working hours -may offer new opportunities for vulnerable groups of workers to obtain paid employment. In October 2011, the Foundation wrote to the Deputy Minister of SZW that it would be advisable for employers and employees -before embarking on or introducing an NWW programme -to assess whether and, if so, under what conditions, this programme would be suitable for the relevant employee and the type of work he or she would perform. The Labour Foundation considers NWW to be a

concept that offers opportunities to both employers and employees, assuming, of course, that the type of work is suitable for an NWW programme.

- The second assessment of the 2007 Cooperation Framework [*Samenwerkingskader*] was adopted on 3 November 2011. The Cooperation Framework contains the agreements that the Labour Foundation and SZW made about enforcing regulations regarding employees from central and eastern European countries.

The assessment showed that the agreements are generally being complied with, but that improvements could be made in this regard. Decentralised consultation between the SZW Inspectorate [*Inspectie SZW*, previously known as *Arbeidsinspectie*] and the social partners regarding these employees' situation remains desirable, as does consultation with the government at the centralised level.

In addition, the employees' organisations in the Foundation expressed their concern about the austerity measures being taken at the SZW Inspectorate, which will make enforcement more difficult.

- On 7 December, the Foundation responded to the debate in the Lower House on the issue of whether making collective agreement provisions universally binding was contingent on whether the decentralised partners had made stipulations in the collective agreements regarding improving the labour-market position of vulnerable groups of jobseekers. The Foundation indicated that collective agreements could significantly contribute to improving the labour-market participation of the target groups. Making these agreements universally binding would assist in this endeavour, given that these stipulations would then apply to an entire sector. In the Foundation's view, conversely, refraining from making collective agreement provisions universally binding -due to the absence of specific stipulations regarding target groups -would not contribute to the conclusion of more or better agreements in this field. In fact, they could even be counterproductive to the conclusion of such agreements. As substantiation for its position, the Foundation indicated that more provisions regarding improving the labour-market participation of vulnerable groups are stipulated in collective agreements that have been declared universally binding than are in those that have not.

#### **4. How the social partners resolve potential problems during implementation**

Basically, the social partners always explore whether it will be possible for them to join forces. The Labour Foundation's internal consultations usually result in unanimous advice.

If, however, the social partners conclude that their opinions on a certain topic differ too much to work together, they

may decide to set aside the issue (either temporarily or permanently), or to individually raise the relevant topic with Parliament or the Government.

***Policy Agenda 2020: Investing in Participation and Employability***

*Summary*

***The agreement***

*By implementing the Policy Agenda 2020 [Beleidsagenda 2020], the Labour Foundation hopes to have substantially bolstered the labour-market position of older employees within eight years. With the 2010 Pension Agreement [Pensioenakkoord 2010], employers and labour unions have taken joint responsibility for offering older employees a working future. They have agreed that, in ten years, there should be no difference between the average labour-market participation figure of over 55s and that for under 55s. It must again be considered perfectly normal that employers and employees themselves do everything to continue to stay healthy, motivated and employed until they reach the age at which they may begin receiving their State Pension (“AOW age”).*

*The Foundation is also counting on the government in its role as an employer to make a significant contribution to the labour-market position of older employees.*

***Necessity***

*With the ageing of the working population, the labour market becoming tighter and the increase in AOW age, improving the labour-market participation of older employees has become a dire necessity. In order to succeed in making these changes, the social partners have agreed focused measures that will result in employees, both young and old, consciously taking charge of their own careers. Sustainable participation must not begin only once an employee reaches his or her 55<sup>th</sup> birthday, but must be part of every employee’s career path from early in their careers. Making smart choices throughout one’s career will help keep employees vital and productive – and employed – longer.*

	<p><b>Changing images</b>  <i>The most important factor may be that the Netherlands should radically adjust attitudes about older employees – they are not more expensive, more prone to illness or less productive than their younger colleagues. That image is outdated, an anachronism left over from the 1980s. However, because a significant number of employers and employees still view this image as accurate, relatively little is invested in older employees, older jobseekers almost never succeed in landing a position and, as a result, older employees are too quick to write themselves off. The Policy Agenda 2020 therefore focuses on eliminating the unjustified image that many have of older employees.</i></p> <p><b>Route planner and financing</b>  <i>The Policy Agenda 2020 is the route planner that sets out the core themes that the social partners on both the collective-agreement and company levels can use to transform objectives into reality. In addition to addressing the image of older employees, the Policy Agenda 2020 also deals with employability, training, vitality, working conditions, mobility, work resumption and productivity. The implementation will begin with this year's crop of collective agreements.</i></p> <p><i>This new policy will be financed partly by deploying existing funds in different ways, partly by deploying new funding streams and partly by finding alternate ways to utilise government contributions. The government's contribution will be used more to provide incentives to older employees to make themselves employable, increase their mobility and return to work.</i></p> <p><b>The measures</b>  <i>The Policy Agenda 2020 introduces a large number of measures detailing the primary goal. All the measures must be worked out at the sector and company levels. In the coming years, these issues will be the subject of attention in negotiating</i></p>	
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collective agreements as well as in meetings between employers and works councils. The most important measures are:

- setting up a **communication campaign to eliminate unjustified images** and to draw attention to the competencies possessed by older employees, such as their knowledge, experience, reliability, accuracy and loyalty;
- developing a **career policy focused on sustainable participation and employability**; parts of this include a periodic career review and periodic career scan for the employee;
- **increasing the focus of training schemes on the employee's career** and including company and/or cross-sector training in those schemes;
- intensifying the employability and training schemes for current and future older workers, for example **by introducing a personal training and/or employability budget**;
- **implementing a social plan for competency improvement** amongst older employees, which will also increase their employability;
- **introducing a personal and confidential employability scan, as well as, if needed, a periodic, employability-oriented medical examination** for the purposes of advising on the sustainable participation of these employees;
- **intensifying the working conditions approach**, including by having health and safety catalogues in place in order to decrease the risk of absence due to injury or illness;
- **promoting part-time retirement** in collective agreements and employee benefits schemes; part-time retirement can contribute to sustainable labour-market participation;
- **converting, in a budget neutral fashion, generic special schemes** into schemes focusing on the sustainable participation of all employees; this measure is to be taken if special schemes designed to contribute to the participation and employability of older employees are no longer yielding results;
- **charting out the internal promotion and career opportunities** at the sector level and at large companies in order to promote career development;
- **promoting job mobility within organisations** by investing in expanding

	<p>positions, improving productive employability and/or providing incentives for internal job mobility;</p> <ul style="list-style-type: none"> <li>• <b>promoting cross-sector job mobility</b> by providing additional training or retraining to employees through their cooperation with training and education funds [O&amp;O-fondsen], the services of mobility centres, the Employees' Insurance Administration Agency ("UWV") and/or private intermediaries and creating new From Work to Work schemes.</li> <li>• <b>making action plans</b> at the sector and/or large company level in order to <b>facilitate older job seekers' entrance onto the job market</b>; this can be accomplished through coaching, on-the-job training, internships, making sector funds available and formulating objectives;</li> <li>• providing incentives, when candidates are suitable for a position, <b>to invite older jobseekers to interview for positions</b> and to offer them a genuine chance to be hired;</li> <li>• <b>implementing "55 plus: still working strong", a national campaign to be run from 2012 to 2015 to help over 55s find work.</b> The Labour Foundation will kick off this campaign together with the UWV, Divosa and private intermediaries. In an ongoing information campaign, decentralised parties to collective agreements will be encouraged to develop their own projects and schemes to enable older jobseekers to get back to work. Examples in this regard would be focusing on filling vacancies with older employees, holding regional networking meetings or providing incentives for inviting older jobseekers for interviews.</li> </ul> <p><b>Monitoring</b>  The measures that have been taken will be subject to annual monitoring starting in 2012. The effect those measures have on older employees' labour-market position, employability and mobility will also be assessed. A study will also be made of the extent to which the goals for average labour-market participation are being achieved. If the main goals prove impossible to achieve with the underlying agenda, the social partners in the Labour Foundation will make interim agreements about adjusting or intensifying Policy Agenda 2020.</p>	
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<p><b>Norway</b></p>	<p><b><i>Joint report from The Norwegian Confederation of Trade Unions (LO), Confederation of Unions for Professionals (Unio), Confederation of Vocational Trade Unions (YS), Confederation of Norwegian Enterprise (NHO), The Employer's Association Spekter, The Norwegian Association of Local and Regional Authorities (KS), The Federation of Trade and Service Enterprises (Virke) and Ministry of Government Administration, Reform and Church Affairs (FAD)</i></b></p> <p>The main organizations of both parties in Norway have reviewed the text in the framework agreement compared to the existing tripartite Norwegian agreement on an inclusive working life (the IA Agreement). Our conclusion is that the IA Agreement meets more than the commitments in the framework agreement.</p> <p>The government and the main organizations of both parties in Norway have established different tripartite activities, bodies and projects since the first IA Agreement in 2001. Both at the national level, regional level and company level. Lot of these is ongoing activities that create good results connected to the objective and goals of the IA Agreement.</p> <p>The IA - Agreement was re-negotiated throughout 2010. The most important changes in this agreement in relation to the previous agreement are an emphasis of parties' responsibilities and tasks and a more concrete action list for early efforts.</p> <p>Enclosed to the report were the latest version (in English) of the IA Agreement, the protocol between the three parties, and the cooperation Agreement for the companies and statutory amendments for closer follow-up of employees on sick leave.</p>
<p><b>Poland</b></p>	<p><b><i>Joint report of Polish social partners: NSZZ Solidarnosc (ETUC), OPZZ (ETUC), FZZ (ETUC), PKPP Lewiatan (BUSINESSEUROPE), Pracodawcy RP (CEEP), ZRP (UEAPME)</i></b></p> <p>Since September 2011 an international project co-financed from European Commission's budget line 'Industrial Relations and Social Dialogue' has been conducted by NSZZ Solidarnosc. Its structure alluded to previously taken projects concerning the implementation of European agreements: on work-related stress and on violence and harassment at the workplace. The main aims of the project were:</p>

- promotion and dissemination of the European agreement;
- exchange of information and experiences between trade unions concerned;
- preparation of Polish social partners for implementation of the European agreement.

The project was made in cooperation with the Bulgarian, Finnish and Lithuanian trade unions and consisted of an international seminar, international training courses for trade union's leaders, and joint workshops of Polish social partners. In April 2012 the project's final conference took place, gathering trade unionists, employers and researchers.

In the meantime NSZZ Solidarnosc organized joint social partners' workshops to prepare to the formal debate concerning implementation of the European agreement. As a result of these meetings the final Polish translation of the European agreement has been officially agreed upon. The text of the agreement is currently available on the NSZZ Solidarnosc and the OPZZ websites. Also the willingness to conduct autonomous negotiations on the issue was confirmed by NSZZ Solidarnosc, OPZZ, FZZ (ETUC affiliates), PKPP Lewiatan (BusinessEurope), Pracodawcy RP (CEEP), ZRP (UEAPME).

In March 2012 NSZZ Solidarnosc formally invited all cross-sectoral social partners' organizations affiliated at European level to start negotiations on the implementation of the European agreement. All of them answered positively and designated their negotiation teams. It is planned that negotiations will start by the end of May 2012.

Some fields for deepen reflection of social partners have been identified during the workshops that are expected to become the negotiation topics, e.g.:

- development of lifelong learning and vocational training schemes through effective creation of training funds, managed on the basis of social dialogue;
- real social partners' influence regarding expenses from the Labour Fund;
- analysing the efficiency of labour market institutions;
- improvement of effectiveness of employment services;
- development of entrepreneurship as a factor of improvement of situation on the labour market;
- working out mechanisms supporting voluntary internal mobility of employees;



	<ul style="list-style-type: none"> <li>• actions oriented at supporting older workers and newcomers on the labour market.</li> </ul> <p>One can mention following potential threats for forthcoming negotiations:</p> <ul style="list-style-type: none"> <li>• the vagueness of the content of the European agreement may pose a real challenge for implementation, bearing in mind the weakness of bipartite social dialogue structure in Poland;</li> <li>• in order to achieve ‘an added value’ to the European agreement it will be desirable that Polish social partners formulate clear joint demands towards public authorities in some topics, this was not the case in the past.</li> </ul> <p><u>Technical remark</u>  Polish social partners had requested translation of the European agreement by means of Translation Fund at European level. Unfortunately the text that they got afterwards showed the lack of sufficient translators’ knowledge about terminology concerning social dialogue, labour market and industrial relations. It took much time to adjust the text to the proper meaning reflecting the spirit of the agreement. It indicates that similar translation processes in the future cannot be left to regular translator and closer cooperation with the social partners’ experts should be provided so as to avoid unnecessary burden for national negotiators.</p>
Portugal	<p><b><i>Joint report from UGT (General Union of Workers) and CGTP-IN (General Confederation of Portuguese Workers) (members of ETUC) and CIP (Confederation of Portuguese Business - member of BUSINESSEUROPE ) and CEEP (CEEP Portuguese Association)</i></b></p> <p><b>3.1. NATIONAL CONTEXT</b></p> <p>Since the previous joint Report elaborated in May 2011 on the implementation of the Framework Agreement on Inclusive Labour Markets, Portugal’s financial, economic and social situation has substantially changed.</p> <p>The international and national unfavourable context, the strong speculative attack of the international financial markets on Portugal, the worsening of the sovereign debt and the difficult access to credit were the reasons given by the Portuguese government for a request for foreign aid, which led to the signing of an Economic and Financial Assistance Programme (EFAP) with the European Commission, the European Central Bank and the IMF, in May 2011, similarly to what had already happened with Ireland and Greece.</p>

Portugal is currently facing a financial, economic and social crisis. The successive austerity measures have had negative impacts on workers and on pensioners in general, have led to a sharp reduction of the economic growth and to a very significant rise of unemployment in general and to job cuts in particular for the most vulnerable groups. In the last quarter of 2011, the unemployment rate reached 14%, and, compared to an expected contraction of the economy, estimates that unemployment will continue to increase throughout 2012.

Portuguese companies are also facing a complex and difficult situation, namely regarding the difficulties concerning the access and costs of credit.

Note also that, especially from the 2nd half of 2011, we have witnessed a reduction in the number of collective labour agreements, creating additional constraints to the introduction of innovative clauses and to the enhancement of more inclusive labour markets through collective bargaining.

This context has hindered the implementation of the Framework Agreement on inclusive labour markets, although the trade union and employers' confederations don't consider that their goals are less relevant in an economic crisis period.

### **3.2. SOCIAL PARTNERS' INITIATIVES**

#### **- Initiatives from CIP**

CIP negotiated and subscribed the Commitment For Employment, Growth and Competitiveness of 18th January 2012 reached between the Government and most of the social partners within the Standing Committee on Social Concertation.

Such agreement, taking into account the Portuguese crises, aims to lay the groundwork for a renewed growth economy, in order to increase the employment rate and to improve working and living conditions as well the adoption of measures to mitigate the social impact of crisis and contributing to greater social stability and cohesion.

The Commitment also aims to reinforce active labour market policies viewing namely the assistance of unemployed persons in their integration into the labour market, encourage the creation and maintenance of jobs and enhance the skills and employability of active workers and unemployed.

The promotion of policies to strengthen the capacity of adaptation of Portuguese companies to change, including through

collective bargaining, is also an important objective.

In this context, the Commitment foresees a wide range of goals and measures in the following areas: i) employment legislation, unemployment benefit system and labour market; ii) active labour market policies; iii) economic policies.

Many of the goals and measures foreseen in the Commitment deal with the issues of access, return, retention and development with a view to achieving the full integration of individuals in the labour market – general aim of the Framework Agreement on Inclusive Labour Markets.

On the other hand, concerning actions of CIP members, we highlight that “APIGRAF – Associação Portuguesa das Indústrias Gráficas, de Comunicação Visual e Transformadoras do Papel” (employers association), continued to develop initiatives in the field of socially responsible restructuring in graphics companies within a joint project with Intergraf (International confederation for printing and allied industries) and UNI Europa Graphical.

In that context, APIGRAF translated to Portuguese both the study “The Future of the European Print Industry – In our Own Hands” and the toolkit to implement the above mentioned project, and also plans to hold two workshops at national level on this subject.

APIGRAF also developed actions to improve the image of the sector, namely among young people, and training actions for managers and workers.

**- Initiatives from CEEP Portugal**

The activity of CEEP Portugal had mainly to do with the treatment of the following subjects within the groups referred to in 1st Report:

- The Corporate Social Responsibility;
- The Development of Human Potential;
- The impact of the current "national crisis".

It was also created a Task Force on the implementation of the State Budget for 2012, particularly with regard to their implications in the universe of CEEP Portugal Members, mostly consisting by public companies, which may had a negative influence on the implementation of the Agreement on Inclusive Labour Markets.

– **Initiatives from CGTP-IN**

**1. Dissemination activities**

We developed dissemination activities: a translation was put in our website and the agreement was also discussed in meetings gathering federations and other trade unions organizations involved in collective bargaining.

**2. Activities**

The implementation faced obstacles, the major one was the unfolding of the economic crisis (see: Introduction). We must add that our labor market is now less inclusive. The CGTP-IN has developed activities related with the aims of the agreement:

▪ **Combating employment precariousness**

Achieving a more stable employments was a permanent concern because we believe that we can't have actual inclusive labour markets with precarity. We highlight proposals made the CGTP-IN aiming to limit precarious employments in the framework of the social concertation negotiations.

The CGTP-IN didn't subscribe tripartite social agreements on employment and competitiveness (2011 and 2012) because their main objective is work flexibilization. The last agreement intends to give employers more room to define the criteria for redundant jobs, and workers can be dismissed on the grounds of failing to adapt to organizational or technological changes; and employers will be no longer obliged to provide the redundant employees with a comparable job. So, in our view, this agreement has a negative impact on the inclusiveness of our labour market.

▪ **A better integration of the migrant workers in the Portuguese labor market**

The CGTP-IN developed a project (*Immigration: to inform and to train for a better integration*) on the social, economic and legal situation of migrants working in Portugal. This project was financed using European funds. The Project included: Framework papers translated to three foreign languages; 6 Regional Meetings held in places with more

concentration of migrants.

This work ended with an International Conference held in Lisbon at the end of 2011. This Conference was attended by representatives coming from trade unions, public authorities and NGOs with relevant work in this field. It was also attended by trade union members and other representatives from the country of origin of the migrants.

- **Enhancing the women participation in the labor market through a better conciliation between work and private life**

We are developing (between October 2010 and July 2012) a project aiming to a better work-life balance. This project is financed using European funds. The focus is working time and is targeted to six sectors. It includes: a study about the impact of working time organization on work-life balance and an elaboration of a guide on working time organization. It comprises several activities: sectoral workshops, newsletters, awareness activities and others.

#### **UGT's Initiatives:**

##### **a) Autonomous Initiatives**

UGT carried out some information and dissemination campaigns of the Framework Agreement, both in internal bodies' meetings and in specific groups, such as UGT's Collective Bargaining Group (which brings together key union negotiators to conduct monitoring and assessment of the challenges of negotiation) or within UGT's Women's Committee and Youth Committee.

##### **b) Through collective bargaining (trade unions affiliated in UGT)**

Despite the already mentioned constraints regarding the normal course of collective bargaining, UGT continues to boost the introduction of clauses to promote more inclusive and fair labour markets. In this context we quote as examples, some matters covered by collective bargaining by unions affiliated to the UGT in key areas of the Agreement, such as lifelong learning and development of training plans, validation of skills, although with the impact on collective bargaining due to the constraints presented:

- Collective Agreement of the trade sector and food industry (May 2012): Special attention was given to plans

for skills development, with employers not only fully complying with all vocational training laws, but also making it easier for workers, at their request and whenever possible, to participate in training actions with added value to their job, without any loss of pay. Companies are also keen to cooperate with trade unions and workers in initiatives leading to the development of general or professional training courses.

- Collective Agreement of the industrial sector of footwear, components, leather goods and derived products: provides more favourable conditions to the professional career development for employees and apprentices with a training course taking place in an employment and vocational training centre (progression within six months rather than one year).
- Collective Agreement in an agricultural activity: employees who successfully complete training courses and with access to a certificate of professional competence, are entitled to a wage increase of 10% of the salary scale, besides a possible career promotion, through training.

There is also in a set of conventions an increased concern about the recognition and registration of the vocational training offered, namely assuming the obligation to issue a specific certificate and its registration in the Individual Skills Booklet, an instrument created to promote the recognition of skills acquired according to the different modalities.

### **c) Tripartite – Social Dialogue**

The Government, UGT and the Employers' confederations signed the Commitment for Growth, Competitiveness and Employment on January 18 2012, which includes an important set of measures and commitments to improve the employment markets, regarding in particular the following areas:

- Support to the revitalization of economic activities and to the creation/ maintenance of jobs;
- Improving the Employment and Training Policy. This matter was globally introduced by UGT. In this area, there has been an improvement of the public employment services' operation, its closer connection to the unemployed, a clear focus on strengthening the linkage between the active and passive measures, the strengthening of vocational training for unemployed workers (lifelong learning, particularly with the development of a training voucher) or the reinforcement of Professional Traineeships and the deepening of the Learning system, clearly investing in the dual training model and on the strong employability of young people in companies and in organizations.
- The focus on combating informal economy, with direct consequences in the State Budget, but also in the fight against insecurity and illegality even in labour relations, promoting fairer and more equitable conditions in the workplace.

	<ul style="list-style-type: none"> <li>• The commitments from the Government and Social Partners who subscribed the stimulation of collective bargaining in the public, private and State business sectors, including the creation of the Industrial Relations Centre (with tripartite management).</li> </ul>
<b>Romania</b>	
<b>Slovakia</b>	
<b>Slovenia</b>	<p><b><i>Joint report by the Association of Employers of Slovenia (ZDS), Chamber of Craft and Small Business of Slovenia (OZS) and Free Trade Union Confederation of Slovenia (ZSSS)</i></b></p> <ul style="list-style-type: none"> <li>• <u>Translation of the agreement</u></li> </ul> <p>Slovene social partners have not translated the agreement in national language yet. ZDS intends to take care of the translation of the agreement within the CEE-ILM project in 2012 (as a part of the brochure on inclusive labour market).</p> <p>ZSSS stresses out that official Slovenian translation of the European Framework agreement on inclusive labour markets is a formal foundation for the vertical and horizontal implementation of the Agreement. ZSSS concludes that there is still a lack of efficient actions and results on the ground of taking different initiatives undertaken from the social partners for the concrete formal implementation of the Agreement, as stressed out by ZSSS in the document sent to national social partners. On the 22<sup>nd</sup> March 2012 ZSSS sent an official call to the Economic and Social council (ESS), in which it proposes the process of formal translation of the Agreement into Slovenian language and that also the procedure of the implementation of autonomous/framework agreements and framework of actions should be confirmed at ESS. Unfortunately, up until the moment of writing this report this call and its content were not put on the work agenda of ESS.</p> <ul style="list-style-type: none"> <li>• <u>The state of implementation</u></li> </ul> <p>Association of Employers of Slovenia – ZDS (in association with partner organisations from Slovakia, Austria, Croatia and Hungary) carried out an awareness raising project “Ageing workforce”. There were several main goals of the project: raising awareness on ageing population issue; providing employers with a tool on assessing age structure in the company and make a projection of future requirements (e.g. “Self-evaluation check list”); providing employers with tools for managing ageing structures in the company and demographic trends and tools for developing age management strategies (e.g. health management, knowledge transfer, redeployment of older workers, career development, work process reorganisation, corporate culture,...); forming recommendations for sustainable and inclusive employment</p>

policy. ZDS was also a partner in “Managing diversity in employment project” which aimed at awareness raising and providing examples of good practice, and recommendations to the companies. The project was not aimed solely at older people, but at including all groups in labour market equally (gays and lesbians, minorities, older people, first time job seekers, ...) – promoting diversity at work place. In 2012 ZDS is participating in common project (in association with partners – employers’ organisations, trade unions, employment services) from Hungary, Croatia and Austria) on inclusive labour market. Project activities focus on raising awareness through extensive media campaign. In 2011 and 2012 ZDS carries out a project “Girls day”, which aims at promoting technical (typically male) jobs to girls in primary schools.

Association of Free Trade Unions of Slovenia – ZSSS (in association with partner non-governmental organisation *Slovenska Filantropija* and various other included organisations) is carrying out the project “Integration package for unemployed migrants, refugees and asylum seekers”. The three years project, which has started on December 2010 and will end in December 2013 stems from an ongoing effort to assist primarily labour market access and general integration. While initially focusing on unemployed migrant workers, asylum seekers and refugees, the project also aims to include the migrant youth. Its goal is a more general migrant social inclusion, at the same time as keeping in mind the necessity to contribute to migrant equality in terms of labour market access and access to full workers’ rights and benefits. As a specific outlet, the project team has recently also started to issue a special monthly newsletter, called Migrant news (“*Migrantski novičnik*”). The main purpose of the newsletter is to inform migrant workers directly about ongoing legal changes, work field, cases of companies, etc. The newsletter is distributed directly to migrant workers – that means going to workers’ dormitories, and frequent points of gathering. Migrant news is issued in two languages – Slovenian and BCMS. The publication has been very well received.

Social partners put effort also in creating favourable working conditions for workers that are somehow in less favourable position; special attention was dedicated to older workers, parents with small children and first time employees. Special provisions were laid down in several collective agreements, guaranteeing wage protection of older workers, not meeting the norms and establishment of right of older people to be reemployed to another less demanding workplace (and maintaining the same wage), additional protection of young parents against less favourable working hours, etc. According to employers’ opinion there is another side of the story in this regard: ZDS and OZS believe that relatively high level of legal (Employment relationship Act) protection of certain workers hinders their re-entering in the labour market once they find themselves unemployed. Though ZSSS does not agree with this claim. Employers’ associations in Slovenia estimate Slovene labour market as rather excluding, due to high level of protection of certain group of workers.

Slovenian Parliament has adopted a new Labour market regulation act upon previous negotiations with social partners,



and upon their unanimous consent. The new Labour market regulation act is supposed to tackle the issue, by (indirectly) providing more problem oriented active employment policies (whereas social partners are directly and indirectly involved in making of employment service policies/activities). Some concrete programs on the basis of active labour policy, aimed at commonly most excluded groups are: "On the job training" – aimed at gaining practical worker experiences and introducing yourself to potential future employer; "Knowledge makes dreams come true" – lifelong learning program; "Employ me!" – financial benefits for employing "unemployable persons"; reimbursement of social contributions for certain groups of workers (long term unemployed); reimbursement of social contributions for newly employed in certain regions; tax incentives for employing younger workers (26) and older workers (55); tax incentives for employing disabled persons and "first timers"; public service programs (non-profit employers) for Romas, disabled and older workers; etc.

One of the more successful actions was the introduction of quota system for employment of persons with disabilities (PwD), according to which every company, employing more than 20 workers has to employ certain percentage (3 -6 %) of PwDs. The percentage depends on the branch, the company operates in. If the percentage is not met, the company has to pay extra contribution to the Fund for promotion of employment of persons with disabilities in amount of 70% of minimum wage (monthly), for each PwD that should be employed by the employer, but is not.

- Problems encountered

Key challenge is in finding optimal ration of protection and optimal contents of the protection in regard of certain groups of people. Employers believe that current level of protection protects the employed ones, whereas it excludes the same groups when in open labour market. Employers find collective agreements as a proper tool for establishing equilibrium. Social partners in general agree that collective agreements are proper additional means for addressing the issue of "including the excluded from the labour market". Hence the effort of the social partners to promote the inclusive labour market at the national level (raising awareness, participating in creating sound national policies and programs) remains one of the main priorities.

ZSSS stresses out that it cannot be denied that one of the main aims of the Framework Agreement on inclusive labour markets is to "provide workers, employers and their representatives at all levels with an action oriented framework to identify obstacles to inclusive labour markets and solutions to overcome them." ZSSS further continues that the implementation of the agreement is still in the initial phase, and that Slovenia is still not at the level of implementing

	<p>inclusive labour market as a common policy of social partners – which is totally different from autonomous actions of social partners at that field.</p>
<p><b>Spain</b></p>	<p><b><i>Joint report by CEOE, CEPYME, CC.OO and UGT</i></b></p> <p>The Framework Agreement on Inclusive Labour Markets adopted on 25<sup>th</sup> March 2010 by the European Social Dialogue Committee has not been formally translated by trade unions and employers organizations in Spain.</p> <p>Employers and trade union organizations have disseminated this agreement through the inclusion of its objectives and measures in the proposals we prepare in the framework of the various processes of social dialogue between employers and trade unions organizations and / or governments at different levels (national, regional or local).</p> <p>The latest state-wide agreements related to the topics covered that have been reached are the following:</p> <ol style="list-style-type: none"> <li>1. <b>Social and Economic Agreement for growth, employment and pension security</b>, signed on the 2<sup>nd</sup> of February 2011 by the Secretaries General of CCOO and UGT, the Presidents of the employers organizations CEOE and CEPYME and the Government.</li> </ol> <p>The Agreement reached gathered a triple meaning: first, it reaffirmed the importance, the value, the validity and the utility of social dialogue; secondly, the agreement included reforms that would ensure the financial sustainability and viability of our social security system, whilst it also addressed substantial reforms in employment policies, in order to ensure a more specialized attention to unemployed people and thus, increasing their chances of finding a new occupation. Finally, this exercise of shared responsibility between the Government and the social partners conveyed a message of social solidarity and confidence in the future for the Spanish society.</p> <p>The agreement is of a social and economic nature and it integrates different types of agreements within: the first is a tripartite one and, it is related with the reform and with the strengthening of the public pension system, the development of Active Employment Policies and the industrial, energetic and innovation policies. The second one deals with various issues related to civil services, and finally, the third one is a bilateral agreement between employers and trade union organizations and throughout it, the basic criteria for the reform of collective bargaining are established.</p>

A more detailed summary of the measures included in the Social and Economic Agreement for growth, employment and pension security, and that are related to the Framework Agreement on Inclusive Labour Markets, was referred to the European Social Dialogue Committee.

2. **Agreement on Employment and Collective Bargaining** (II NCSA 2012-2012), signed on the 25<sup>th</sup> January 2012 by the Secretaries General of UGT and CCOO and the Presidents of the employers organizations CEOE and CEPYME.

This agreement leads the social partners to an exercise of responsibility and commitment in the creation and maintenance of employment, during an especially harsh moment, which is clearly depicted through the high unemployment rates.

The agreement establishes the conditions through which collective bargaining for the years 2012, 2013, 2014 must elapse. It also includes measures of: collective bargaining structure, internal flexibility (time, mobility), moderation of all income (wages, goods and prices, and benefits) and derogation of collective agreements or incomes as adjustment mechanisms. This agreement ensures a balance between the interests of employers and the protection of the workers rights, with a fair distribution of the effort in order to end the crisis, and with the primary objective of preventing the destruction of employment and also, help to create and maintain jobs and gain competitiveness.

This agreement should be read in conjunction with other agreements that have been adopted before between trade unions and employer's organizations regarding the autonomous settlement of disputes, employment training, and benefit societies, distribution of holidays, early retirement and collective layoffs.

Since the transition to democracy Social Dialogue has been one of the elements that has helped to shape decisively the regulation of our social and labour system. Social Dialogue has been an essential part of the history of our democratic industrial relations and has been fundamental in the process of consolidation and development of our Social and Democratic State of Law. It is essential to remember that the continued strengthening of Social Dialogue at all levels is a key factor for consensus and for implementing agreed solutions, particularly in situations of extreme difficulty.

The economic situation is worsening (consumption is depressed, the credit is still not flowing despite the aid given to

financial institutions, the economic activity has fallen, unemployment is rising being amongst the youth higher than 50%) and it requires more than ever an exercise of shared responsibility that opts on the commitment and revitalization of Social Dialogue as an essential tool for consensus and cohesion.

***Annex to the joint by the employers' organisation CEOE and CEPYME***

**FIRST ASSESSMENT OF THE LABOUR REFORM PRESENTED BY THE SPANISH GOVERNMENT**

CEOE (Spanish Confederation of Employers' Organizations) and CEPYME (Spanish Confederation of Small and Medium-sized Enterprises) consider that the Labour Reform passed on February 10th by the Council of Ministers is an essential and fundamental step in the modernization process of our labour legislation to catch up with the flexibility in neighbouring countries who have already adopted this type of reforms.

In this direction, CEOE and CEPYME make a first positive assessment of the Labour Reform, although we lie in wait for the complete text. The details known so far show an intense effort to improve the efficiency and flexibility of our labour market.

The reform also highlights the agreement signed on January 25th by social partners, where innovations were made in the wage-criteria chapter; priority is given to negotiation within enterprises and internal flexibility. The purpose is to adapt companies to the cycle and to external competence, as well as to create job opportunities and employment stability. In this direction, the Reform captures a good deal of the principles agreed on by employers' organizations and trade unions.

This Labour Reform is a step forward in the process towards crisis exit and economic recovery as well as a tool to enable job creation. From this perspective, the Reform is part of a set of actions carried out by the Government, who is promptly addressing essential reforms, such as the Draft Organic Law on Budgetary Stability and Financial Reform. We, social agents have duly contributed to this effort by the Government by means of II AENC (Second Agreement for Employment and Collective Bargaining 2012, 2013, and 2014).

The Reform is broad and deep, affecting most of the areas that have an impact on our labour market. In our opinion, it lays the foundation for a more efficient and flexible labour market, although legal texts and the subsequent parliamentary development are still pending.

Regarding the specific aspects of the reform, CEOE and CEPYME have made the following preliminary assessment:

- With regard to job-broking, the reform includes the authorization for temporary work agencies to act as private-sector recruitment agencies.
- Regarding recruitment and more specifically for young people, progress is made on training and apprenticeship contracts, although we believe that some obstacles remain for training contracts to be really about integration into the labour market.
- A new contract for entrepreneurs is created featuring strong incentives for open-ended contracting, especially for young people, as well as benefits for hiring the unemployed.
- Part-time contracts allow for more flexibility by introducing the possibility of overtime.
- As regards internal flexibility, CEOE and CEPYME consider that the Labour Reform has made good use of some of the possibilities of the agreement reached by social agents.
- CEOE and CEPYME welcome the priority of application of the company agreement, a basic tool to adapt the rights arising from collective bargaining to the real situation of the company. Also, in our opinion increased objectivity in opt-out clauses from higher level-agreements is of great importance.
- CEOE and CEPYME consider that it is a priority to reduce the duality of our market in a substantial way, being it the source of many of its inefficiencies. Important steps forward in this regard are the elimination of administrative approval for redundancy plans and particularly the more detailed definition of grounds for dismissal for economic reasons. For this, it is important that the specification of dismissal grounds must be effective in judicial practice and reduce the disproportionate number of unfair dismissals in Spain.
- The establishment of a maximum duration limit of two years since the denunciation of the agreement is a positive step to adapt it to the productive activity and to the employment needs.
- Lastly, in relation to absenteeism, there is an important measure in the Reform since it only takes into

consideration the absenteeism of a worker to justify absenteeism as grounds for dismissal. Regarding accident mutual insurance companies, we are pending on their development in the next months.

To conclude, we are before a broad reform that insists on fundamental issues and in the right direction, although we are awaiting technical details to have full knowledge of its scope and practical effectiveness.

***Annex to the joint by the ETUC affiliates CC.OO and UGT***

The social dialogue has been an essential part of our democratic labour relations and has been a fundamental component of the process for the consolidation and development of our social and democratic state under the rule of law. However, with the triumph of the People's Party in November 2011, the social dialogue and in particular the Spanish trade unions are subjected to an unprecedented situation.

Seventeen days after the *Agreement on Employment and Collective Bargaining* was concluded by and between the social actors, the government adopted a new labour reform approved by Royal Decree of 11 February 2012, without negotiations with the social partners, one that does not respect the agreement reached by and between trade unions and employers' organisations. The labour reform interrupts the right to work and replaces it by unlimited corporate arbitrariness, facilitates dismissals and makes them cheaper, does not reduce arrangements for redundancies – on the contrary, it increases and makes them more precarious, introduces discrimination in employment opportunities and upsets the balance of collective bargaining.

The new labour reform creates conditions that will doom young people definitively to unemployment and underemployment through "minijobs," through part-time employment and a new apprenticeship contract that has really nothing to do with training.

Through the change in the political landscape brought about by the outcome of the general elections of 20 November 2011, the government of the People's Party has had a dash to implement drastic budget cuts and deep structural reforms, among which the labour reform stands out owing to its harmful effects for workers and the impact on essential aspects of labour relations, approved without the slightest intention of negotiations, without prior consultations, with the trade unions and with absolute contempt for the value of the social dialogue and the contents of the inter-confederal agreements signed by the employers' and trade union confederations a few days before the government approved the Royal Decree Law.

	<p>Moreover, the policies adopted by the government are leading to the gradual deterioration of public services, and social policies, which given the crisis, are used as an alibi for the gradual privatisation of said services, creating further injustice and unfairness among citizens. Our social model and the pillars of the welfare state, i.e. health, education and social policies, have been dealt a serious blow.</p> <p>The measures adopted recently are laden with ideological reasons and are geared to facilitating dismissals and making them cheaper, eroding the rights of workers, and wiping out the European social model and trade unions.</p>
Sweden	<p><b><i>Joint report by the Confederation of Swedish Enterprise (Svenskt Näringsliv) (member of BUSINESSEUROPE), the National Section of CEEP in Sweden with as members the Swedish Association of Local Authorities and Regions (SALAR), Swedish Agency for Government Employers (SAGE), KFS, Fastigo and Pacta and the following ETUC members organizations: The Swedish Trade Union Confederation (LO), The Swedish Confederation of Professional Employees (TCO), The Swedish Confederation of Professional Associations (Saco)</i></b></p> <p><b>Introduction</b></p> <p>Swedish social partners have a long tradition of engaging in work to make labour markets more inclusive and well-functioning. The Job Security Councils illustrate this. They are described as follows in the synthesis report from the 2008 social dialogue project on the role of the social partners in restructuring: “Job security councils are a peculiar feature of the Swedish labour market. The first councils were developed in 1972 and 1974 against the backdrop of the deteriorating economic conditions in Sweden in the late 1960s and the massive job loss of white-collar workers in the wake of the oil crisis in 1973. The Public Employment Service (PES) was not regarded by employers as providing sufficient support for white-collar workers to find new jobs and consequently the social partners agreed to establish an alternative organization that would provide services to this group of workers. Over time such organizations have been established in most segments of the labour market and today there are more than 10 major Job Security Councils in operation.</p> <p>The social partners in Sweden have traditionally taken a large degree of responsibility through labour legislation by means of collective agreements and over 80% of the workforce are in some form or other covered by these types of</p>

agreement. The council an employer or employee belongs to depends on the collective agreement they fall under as well as their trade union membership. Today even blue-collar workers whose trade union (LO) historically regarded the Public Employment Service as providing sufficient support for their members, are covered by such agreements. Recent negotiations initiated by LO with the Confederation of Swedish Enterprise (Svenskt Näringsliv) led to the signing of the Omställningsavtal(Transition Agreement) in 2004. It covers 900,000 privately employed (privatanställda) workers and is administered by the Job Security Foundation (TSL). Today, about two million employees in Sweden are included under job security agreements." (Joint study on the role of the social partners in Restructuring in ten countries in the "EU15", Synthesis Report for the seminar held in Brussels on 19th and 20th June 2008, p. 31).

From the 1<sup>st</sup> January 2012 the 1.1 million employees in the local authority and county council sector have omställningsavtal (transition agreements). This means that the majority of employees in the Swedish labour market are covered by transition agreements.

Within the central government sector such an agreement managed by the Job security foundation has been in function since 1990.

### **Actions taken**

The Swedish social dialogue partners have distributed and informed about the autonomous ILM-agreement in various ways within their respective organizations, member organizations and other stakeholders.

The autonomous agreement has been translated into Swedish jointly by the Swedish social dialogue partners. The Swedish version has been distributed among the Swedish social partners and other relevant stakeholders at both national and European level, i.e. the Cabinet Office, the Employment Ministry and DG Employment. The translated agreement has also been put on the respective websites of the social partners.

The Swedish social partners are committed to the question and the dissemination and implementation of the agreement continue. The Swedish social partners are currently planning a joint seminar with the aim to further introduce/promote the ILM-agreement and give some good examples of how they work with ILM-related issues.

The ILM-agreement has a very broad and holistic approach. Thus several actions, taken both jointly and separately by



the social partners, are in practice related to the issues in the ILM-agreement. The Swedish social partners have agreed to present some of these activities below. Please notice that the examples given from the different organizations in some cases are separate actions from that organization while other examples are joint actions.

### **Example from TCO**

TCO organized a seminar 21 March 2012 where facts about unemployed young people were presented and recommendations were put forward. Stefan Löfvén, leader of the Social Democratic party, the biggest opposition party and Erik Ullenhag, Minister of Integration attended the seminar. TCO put forward the following recommendation of actions against youth unemployment:

- Education guarantee for young people
- More education opportunities of different types
- Actions targeted at young people with the greatest difficulties getting a job
- Apprenticeships for newly-graduated academics
- Collective agreements with special provisions for young people
- A national coordinator of actions against youth unemployment
- Local level partnerships of municipalities, companies, employment agencies and social partners.

### **Examples from the Swedish Confederation of Professional Associations (Saco)**

#### **Promoting integration in the labour market**

Omstart (Re-Start), a web portal operated by the Swedish Confederation of Professional Associations (Saco) and its member associations, is aimed at academics with foreign degrees who have not yet established themselves within their professional field in Sweden. The portal gathers everything from information on the Swedish labour market to specific information that is important for specific professional groups. <http://www.saco.se/en/omstart/>

Mentoring programmes is another example of support offered. Several Saco associations have mentoring programmes for newly arrived academics. In the programmes a newly arrived academic will be paired with a colleague in the same profession. The objective is for the immigrant academic to expand his or her professional network and gain improved self-confidence in his or her career efforts. The person will also gain knowledge on what it is like to work within his or her industry or profession in Sweden.

## **Examples from Svenskt Näringsliv**

### **AFA Insurance**

Parties on the labour market within the private and municipal sectors are, through AFA Insurance, one of Sweden's largest financiers of research and development projects (FoU) within the areas of work environment and health, in order to create conditions for a good working environment. The parties set aside 150 million Swedish crowns annually for FoU. At present, the research programmes in progress are these:

#### **- Rehabilitation aimed at working life within municipalities and county councils**

The three-year FoU programme on rehabilitation aimed at working life in the municipalities, county councils and regions totals 20 million Swedish crowns. The programme started in 2010 and finishes in 2013.

The overall aim of the programme is to develop methods and ways of working in order to improve rehabilitation aimed at working life, and in this way, make for both a permanent capacity for work and a quick and lasting return to work for the employees.

#### **- From word to action**

The FoU programme for application and communication of the research result totals nearly 20 million Swedish crowns distributed among 7 projects.

The overall aim is to develop methods and structures for application and communication of the research result. AFA Insurance considers it of great importance that the capital invested in research and development comes into practical use in working life.

The programme was started in 2010 and finishes in 2012.

#### **- Chemical substance in working life**

The programme totals 16 million Swedish crowns distributed among six projects. The project deals with the risk of contact allergies in work with hard plastics, dust in the wood pellet industry, carcinogens in refineries, how air pollution varies and assessment of an internet- based modelling tool. The programme was started in 2010 and finishes in 2013.

**- Regenerative medicine**

The FoU programme is five years and totals 60 million Swedish crowns. The aim is to convert the result of stem cell research into effective treatment methods for serious diseases, such as diabetes and cancer. Research on stem cells during the latest decade has been intensive and great advancements have been made. It is vital that the knowledge now be further developed and comes to use in medical care.

Completed FoU programmes:

**-Alcohol and dependency (2004-2008)**

Increased understanding of risk factors and the importance of inheritance, childhood environment and stress, new findings on how the damaging effects of alcohol originate and various medicines used in clinical trials. These are some of the results of AFA Insurance's unique investment in research on alcohol. The five year FoU programme "Biomedical Alcohol Research" has totalled 50 million Swedish crowns.

**- Personnel, finance and health – how everything is connected (2004-2007)**

Within the area of personnel accounting there has been a dream to be able to report to the employer how the employees feel, with the help of figures. The FoU programme "Personnel Finance and Annual Health Account" has resulted in the publication "Personnel, Finance and Health" – how everything is connected, is examined. The conclusion is that figures indeed can play a major role but that they are, most often, not enough.

**-Overweight and obesity (2005-2008)**

The eight research groups in the FoU programme "Obesity" have covered an extensive area, from the importance of genes on body weight to psychology, from how obesity develops and how it can be prevented in children to how you

maintain a good body weight in your later years. Even questions regarding eating habits and satiation physiology as well as aspects of health economics have been included in the programme. The three year research programme has totalled 30 million Swedish crowns.

**- Noise in working life (2007-2010)**

The programme totalled 30 million Swedish crowns, which was distributed among eight research groups. They shed light upon the problem of noise in working life, from factories and preschools to open-plan offices and classrooms. Special attention was paid to musicians and the problem of hearing impairment. The aim of the programme was to reduce work-related injuries and those on long-term sick leave due to noise. The programme started in 2007 and ended in 2010.

**- Women's work environment in industry (2007-2010)**

The programme totalled 15 million Swedish crowns which were distributed among six research groups. They carried out projects close to the work place in order to solve various problems of importance regarding the work environment for women in industry. The aim of the programme was to improve the work environment and reduce work-related injuries in the most exposed businesses. The programme started in 2007 and ended in 2010.

**Examples of tripartite cooperation from Arbetsgivarverket**

**- A labour market for people with disabilities**

An example of cooperation between the Government, different authorities and the social partners with a connection to an inclusive labour market is the following.

In the autumn of 2011 talks were held between representatives from the Government, different disability organizations and the central trade unions' and employers' associations regarding the situation on the labour market for persons with disabilities.

Both the Minister of Social Affairs and the Minister of Employment were involved in the issue. The Confederation of Swedish Enterprise, the Swedish Association of Local Authorities and Regions - SALAR, the Swedish Agency for

Government Employers - SAGE, the Swedish Trade Union Confederation, the Swedish Confederation of Professional Employees and the Swedish Confederation of Professional Associations took part in the talks. Different forms of cooperation were discussed.

The Government has made two official missions.

**First**, Handisam (the Swedish Agency for Disability Policy Coordination) has been commissioned by the government to, in cooperation with the Public Employment Services (Arbetsförmedlingen), SAGE and SALAR, conduct five regional conferences on the theme “See the power and competence” on the responsibilities and commitments for the public sector to recruit and retain people with disabilities. The conferences will highlight disabled workers in the labour market.

The conferences are addressed to managers at all levels, centrally, regionally and locally and for HR professionals. SALAR participates with a workshop in which successful local and regional examples from municipalities and county councils are presented and a new publication on this theme will also be presented. SAGE participates in a workshop with [An inclusive approach](#) - a strategy for diversity in the central government in Sweden.

**Second**, the Public Employment Service has been commissioned to do a feasibility study to explore the possibilities for an internship program for unemployed persons with disabilities in the central government.

- **Partsrådet (The Central Government Social Partners' Council)**

Partrådet is a non-profit association whose members are The Swedish Agency for Government Employers (SAGE), and its social dialogue counterparts; OFR (Public Employees' Negotiation Council/S,P,O as well as Saco-S and SEKO).

The Council supports local social partners' joint change and renewal work in State workplaces.

Focus lies on support to the local social partners work in common core issues that are stipulated by the central social partners in collective agreements.

The Council is led by a joint board of national social partners. The board is in charge of strategic issues with focus on overall analysis, institution of working areas, target and alignment questions as well as follow-up and evaluation of the Council's activities. For each working area there is a control group composed of the social partners and one or more

operative officials.

At present, three working areas are established:

- Support for co-operation on a local level
- Support for local formation of wages
- Changes and development – a permanent state

### **Examples of municipal labour market projects from Sveriges Kommuner och Landsting**

#### **Examples from the City of Malmö:**

##### **SEF Unga (SEF youth)**

SEF Unga works as a human resources agency in the city of Malmö, offering employment in the municipal districts and administrative regions for youth aged 18 – 24 years. SEF Unga provides experience, contacts and work experience. It actively works in the interests of gender equality and offers mentors for each position. Job vacancies are advertised on [www.offentligajobb.se](http://www.offentligajobb.se) and the young people have the same conditions as others at the work places and earn proper salaries.

##### **SEF Unga helps with**

- Personal coaching
- Mapping of individual capabilities and talents
- Educational guidance throughout the Öresund region

##### **Servicepatrullerna (The Service Patrols)**

Those recruited to Servicepatrullerna will be employed for 12 month project positions by the City of Malmö. As a Servicepatrullerna employee, each person is given clear tasks associated with a specific division/organisation in the

City of Malmö.

There are 10 work teams with various orientations. Conditions are created to enable individual development within the team and to develop contacts with other workplaces while carrying out the assignment. During the period of employment with Servicepatrullerna, a certain portion of working time is set aside for development of individual capabilities and planning for other employment.

### **Jobb Först (Job First)**

Jobb Först began as a pilot scheme at JobbMalmö in September 2011. The first project involved 20 young adults from the Rosengård area in Malmö, aged 18 – 24, employed on a project basis in the City of Malmö for a 12 month period. The project is collaboration between JobbMalmö, the Rosengård neighbourhood/ district council department and the Swedish employment agency.

The project started with two introductory weeks during which the youngsters received preliminary work training and amongst other things were taught how to write a CV. JobbMalmö's Servicepatrullerna take care of the part of the project concerning work and study. Following the introductory weeks, the youngsters are given work in different administrative areas in the City of Malmö and during the project receive help and support in finding a job either in Malmö or outside the city. Staff from the district gives the participants advice and support with personal and social matters.

The first four months of the pilot scheme are being evaluated. Currently three participants have already secured work in the private sector and one participant has started studying.

During February 2012 an extended collaboration with the neighbourhood/ district council department of Malmö Inner City South was started. 20 young people were selected from this neighbourhood and offered project employment with ServicePatrullerna with a view to continuing either work or study. Cooperation with Malmö Inner City South builds on the experience gained from the first pilot scheme.

The long term plan is for the JobbFörst model to be offered to young people throughout the whole City of Malmö and to be extended to 100 places a year. JobbFörst is aimed at Malmö regional programme and the hope is that around 20 young people will be employed from each programme area. All objectives in the Malmö regional programme are aligned

to the budgeted targets of the local authority: work and growth, security, participation and democracy, living conditions of children and young people, integration, minimising social gaps and culture and leisure.

**Examples from the City of Västerås:**

**Arenan (The Arena)**

Arenan is operated by the City of Västerås and is included as part of the national Navigatorcentrum network. The municipality has a statutory obligation to map out and provide suitable measures for young people who choose not to attend upper secondary school. The organisation is also working towards minimising the number of young people who find themselves isolated.

Arenan offers voluntary activities based on the individual potential of each person and guides them towards the right kind of help. This can involve finding contacts in working life or providing guidance on the right upper secondary education. People can be activated in Arenan as early as the secondary school stage in order to work on preventative measures.

Arenan's mission is always to start with what the person want, their interests and potential. A large part of Arenan's work is also based on finding and utilising the creativity and initiative of staff at the City of Västerås and in local businesses.

**Jobba i Västerås (Working in Västerås)**

**Labour market knowledge – soon to be across the whole Västmanland**

Jobba i Västerås focus on bringing business into all schools in the Västmanland area to inspire children and young people and to help them understand how they can become a part of the future labour market. The goal is to meet 28 000 children and young people in three years.

“The purpose is to help young people understand and recognise the rules of the labour market game as early as



possible,” says project manager Linda Wiltebo. “We have two sources of inspiration who will meet thousands of young people and parents during each school year. Future skills requirements are determined around the kitchen table and we want to explain how much young people are needed for the labour market of the future.”

The three year project will be rolled out to schools in the region in autumn. Amongst the key players are companies such as ABB, the City of Västerås, Västmanland county council, and the county administrative board, VKL, Automation Region and Seco Tools. There are already a number of schools booked for next term. When school starts the [arbetsmarknadskunskap.se](http://arbetsmarknadskunskap.se) (labour market knowledge) website will be launched as a hub for the entire project.

### **YOU – gives 200 young people better access to jobs in 2011**

YOU is a venture that turns traditional labour market measures upside down and involves employers from different branches of industry explaining which jobs are available, what is required to get them and helps provide young people with individual paths to those jobs.

On the journey everyone is accompanied by their own mentor in education, internships, summer and graduate jobs. The target group is unemployed youth aged between 18 – 24 years.

The venture started in Västerås, where labour market players joined together to curb unemployment amongst youth. This has attracted a large amount of national interest with politicians, local authorities, regional councils and businesses showing a great deal of interest in expanding the initiative nationally. The goal is to create a model which can give thousands of young people jobs throughout Sweden. During 2011 ten local authorities in the Mälardalen area were working with the model and aimed to give 200 young people better access to jobs during the year.

[www.yousweden.se](http://www.yousweden.se)

The procedure is:

	<p>1. Meet with an employment officer to determine which industry pool to join. CVs are prepared and the employment officer and employer conduct interviews.</p> <p>2. Young people are assigned a mentor and do three months of practical occupation orientation with an employer from the pool.</p> <p>3. Halfway through the practical experience an individual map is drawn up based on which jobs are available and what is required to get them. The mentor explains the employer requirements and the employment officer explains requirements for the rest of the pool.</p> <p>4. The journey towards a job begins. This can involve training and internships, summer jobs and graduate jobs within the pool. The mentor remains available throughout the journey.</p> <p><b>Concluding remark</b></p> <p>This Spring, the Swedish social partners made a joint contribution to the work with Sweden's National Reform Programme. The joint social partner contribution contains a range of examples of social partner work in line with the Europe 2020 Strategy and gives a picture of the social partners' committed work for increased employment and a well-functioning labour market. Our contribution is enclosed for your information.</p> <p>.</p>
<b>United Kingdom</b>	<p><b><i>Joint report by the CBI, TUC and PPE</i></b></p> <p>The UK Social Partners have met on a regular basis throughout 2011 to discuss ways in which the Agreement on Inclusive Labour Markets may be effectively implemented within the UK.</p> <p>The original proposal to develop and maintain a website specifically allocated to implementation of the agreement proved to be too costly in terms of both resources and finance. A difficult decision was reached jointly that the costs outweighed the potential benefits of this approach.</p>

	<p>There followed joint activity to promote the agreement with key National players which was followed by an invitation to a National Roundtable event to be held on 24 April 2012 in London. This Roundtable will enable the further development of the implementation strategy and will encourage the sharing of best practice through links to organisation's current websites.</p> <p>The programme for the event was welcomed by all invitees, but the timing prevented sufficient attendance at this time. The Social Partners will meet again to review the approach but it is likely that we will re-launch the Roundtable over the forthcoming months. Our plans to achieve a major National launch of the outcomes of the Roundtable and implementation Strategy within the first half of 2013 are still achievable.</p>
<b>Candidate countries</b>	
<b>Croatia</b>	
<b>Montenegro</b>	
<b>Serbia</b>	
<b>The Former Yugoslav Republic of Macedonia</b>	
<b>Turkey</b>	
<b>EU interprofessional social partners</b>	<b>Implementation results /initiatives</b>
	<p>The European interprofessional social partners ETUC, BUSINESSEUROPE, UEAPME and CEEP jointly/separately conducted the following activities in relation to the ILM framework agreement:</p> <p><u>European Social Partners' Integrated Programme</u></p> <p>The integrated programme aims at the reinforcement of social partner capacities on EU social dialogue. This includes some elements which have been useful in the implementation of the European framework agreement on inclusive labour markets:</p> <ul style="list-style-type: none"> <li>• Translation Fund. In order to promote full implementation of EU socialdialogue texts throughout Europe, a fund</li> </ul>

has been created for translating texts negotiated through the EU social dialogue into languages of EU member states as well as candidate countries. The fund is jointly managed by ETUC and BUSINESSEUROPE (on behalf of the European employers' organisations) and their respective affiliated member organisations may use it. To date, the agreement on inclusive labour markets has been translated into the following languages through this fund: Czech, Dutch, French, German, Polish and Latvian. These translations have been made available in the EU Employers' and ETUC Resource Centre websites (see below).

- ETUC and EU Employers' resource centre websites. The ETUC and BUSINESSEUROPE have published on their respective websites (<http://resourcecentre.etuc.org/> and <http://www.erc-online.eu/> the original version of the agreement on inclusive labour markets together with all the translations into the EU languages available realised through the translation fund (see above) as well translations realized joint by the national social partners (FI, HU, NO and SE)
- Training and mentoring seminars in Istanbul (22-23/03/2012) and in Zagreb (13-14/09/2012) : The objective of these seminars was to provide capacity-building opportunities within the framework of the European social dialogue. The EU social partners have organised these events for national trade unions and employers in 2012 for the five candidate countries: Croatia, Iceland, the Former Yugoslav Republic of Macedonia, Montenegro and Turkey. In this framework, they jointly presented the ILM agreement and debated about its implementation.

#### ETUC activities

As for assisting its member organisations in the actual implementation of the framework agreement on inclusive labour markets, the ETUC continued to run also a specific project, with the financial support of the Commission, which foresees in different but complementary actions. More in particular, it concerns the following:

- The elaboration of an ETUC interpretation guide on the agreement and made available in different languages (EN/FR/DE)
- A specific section on the ETUC website relating to the agreement and its implementation (<http://www.etuc.org/a/7076>)
- A translation fund providing for financial support to allow member organisations who wish so to dispose of a translation of the framework agreement in their national languages).
- A European Conference of 1 ½ day was organised on 24-25 January 2012 in Brussels, with as main objective to exchange information and experiences in relation to the implementation of the agreement.

Employers' activities

**BUSINESSEUROPE**

- 1) BUSINESSEUROPE held an exchange of views with its member federations on the basis of an analysis of the implementation of the framework agreement so far. This included the nature of the initiatives launched by social partners to implement the agreement; targeting of specific groups and/or specific topics; and the evolution in implementation observed between 2011 and 2012.
- 2) The agreement was also presented at a number of conferences, including the following:
  - Council of Europe - European Commission workshop on combating racism and racial discrimination in employment (21 September 2011)
  - European Commission conference on business innovation and creation through diversity (30 November 2011)
- 3) In December 2011 BUSINESSEUROPE set up a youth taskforce to promote apprenticeships and dual learning systems. The taskforce met twice in February 2012 and produced a declaration. The objective, building on existing good practices in some countries, was to advise all EU Member States on how to find cost-effective ways to establish, reform or expand the apprenticeship approach. The taskforce also looked into how to make vocational education and training more attractive to young people, and find ways to address the negative image of apprenticeship in some public opinions.

**UEAPME**

- 1) With regard to the agreement UEAPME has been actively discussing the different type of implementation measures undertaken by its member organisations, including any issues encountered.
- 2) In addition, UEAPME has promoted it at several conferences and events, such as:
  - Final conference on implementing the Action Plan on Adult Learning “It is always a good time to learn” - Budapest (7-9 March 2011)

	<ul style="list-style-type: none"> <li>• Meeting of the Directors General for Vocational Training and Adult Learning - Cracow (26-27 September 2011)</li> </ul> <p>3) Finally, UEAPME promotes apprenticeships in qualitative and quantitative terms, as well as the mobility of apprentices. In this context UEAPME is responsible for the political coordination of “Euroapprenticeship” an EC co-funded project led by the UEAPME French member organisation APCMA. It aims to increase the mobility of apprentices in Europe by making a placement abroad a feasible option for apprentices and other young persons in alternate vocational education and training (VET). Its deliverables include a web-based platform with a network of competent bodies and intermediary organizations, providing expertise and support to learning mobility projects of VET providers for the benefit of skilled crafts companies and apprentices, a “toolbox” of best practice, a new “European Observatory on Learning Mobility in VET” and a label to increase visibility. It is a 3 year project scheduled to run until December 2012 (see <a href="http://www.euroapprenticeship.eu">www.euroapprenticeship.eu</a>).</p>
<p><b>European sectoral social dialogue</b></p>	<p><b>Implementation results /initiatives</b></p>